/// QM Management ///

USER MANUAL

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Glossary

Terminology	Description

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1 INTRODUCTION

This chapter allows to recall the context and challenges of the project but also to expose the functional expectations of the system.

1.1 Purpose of document

This document contains the documentation for the functions available for the different types of users of the system. He describes the features and their modalities of implementation by users for each part of the solution implementation.

The purpose of the document is to describe and document the possible actions for users:

- The application on land
- Application on ships

It is for each of these bricks which are operations that must perform a user to achieve each action as it is possible to achieve according to its access rights.

1.2 Reminder of expectations

The Ponant wants to set up a management application for the medical questionnaires to its passengers. Currently, questionnaires are managed manually in paper format and the processes in place do not meet the requirements of confidentiality.

For boarding, passengers must complete a questionnaire. These questionnaires are consulted by the doctor on the ground or on board the ship which is to make a favorable opinion for the cruise.

The system will send questionnaires by mail to all passengers who booked a cruise. These questionnaires will be integrated into the system after the return of the passengers. A specific system should be put in place for groups of people.

The application should track records (validation, request for information, refusal, and reminders). For cruising, the physician must retrieve all of the information on the boat in order to render his opinion.

We have identified the following issues:

- Storage and security of personal health data access
- The availability of information on land and on ships
- Improving the process of validation of the questionnaires and revival of passengers between the various actors involved.

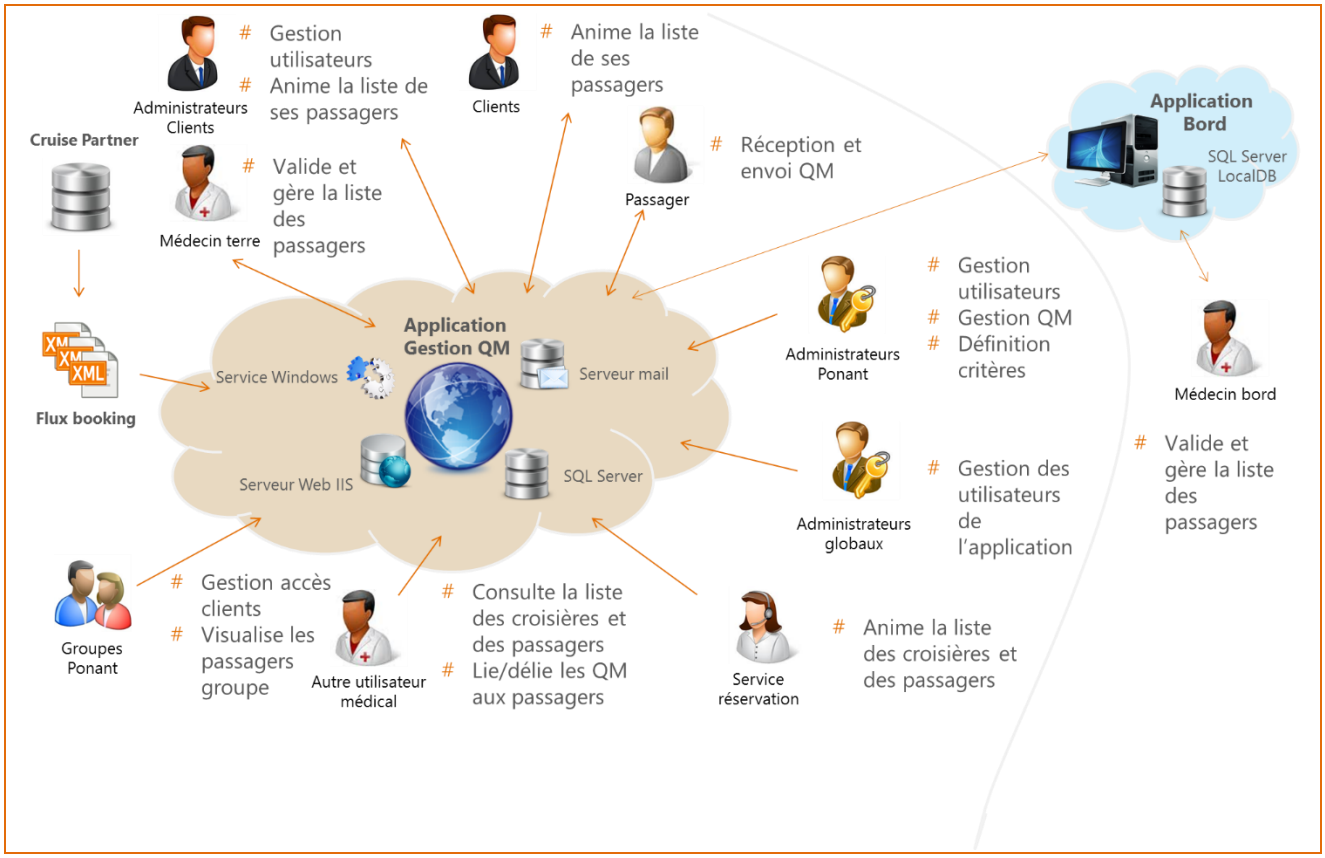
We have identified the following objectives:

- Maintain a high level of quality and security of healthcare data handle.

- Modernize the exchanges and communication between the different parties.
- A solution that is effective, efficient and sustainable
- Implement ergonomics applications facilitating the use and adaptation of the solution to the different functional constraints.

1.3 General operation

This diagram shows the various features by users profile and application components to be used in the implementation of the system.



Solution of the system target

The system is based on four main application bricks:

- Land application
  - Summary information on cruises and passengers
  - Screen allowing the Group Manager to file documents
  - Screen allowing the physician to follow passengers (access to documents, change of statutes...)
  - Users of the application and agency access management
  - Management of different models of medical questionnaires
  - Setting up the use of medical questionnaires compared to criteria cruises
  - View and extraction of treatment indicators from medical questionnaires

    - Screen allowing passengers to send their medical questionnaire and additional documents
- Application dashboard
    - Download of medical questionnaires
    - Update of medical advice
    - Synchronize the data with the Earth
- Automatic treatment
    - Integration of the booking (adding, editing, deleting) flow data
    - Medical survey custom clients
    - Automatic Association of the questionnaires returned by mail
    - Sending the two summary mails to ship's doctor
    - Sending of mails reminders
- Services updates
    - Download of medical questionnaires
    - Synchronize the data with the Earth

2 SHORE MANAGEMENT APPLICATION

This chapter documents the actions that can be performed via the Web application for management on the ground. The actions available for each of the users depend on the type of profile that has been assigned. Thus it is possible that some actions are not available for some profiles.

2.1 General information about the application

2.1.1 Common features

- There are within the land management application, a mechanism to record for each action performed the date, time, user connected as well as the action performed. Such recordings as well the case of potential errors as the actions successfully carried out for all of the actions described in this document. Below is an example of the elements that can be stored:

User	Date	Level	Type	Action	Booking	Detail
opetit	23/04/2017	Info	QM	Removal		Removal of the 'Maldives' QM (id: 12)
jlcambert	12/06/2017	Warning	User	Adding		Adding a user with an existing login
opetit	23/04/2017	Error	Mail	Sending	123456	The email for booking 123456

- Accessible cruises and passenger data are retrieved automatically via the booking flow and cannot in any circumstances be changed or altered via this application (with the exception of the email address for individual passengers).

2.1.2 Proposed user profile

There are 6 profiles different users which allow access to different parts according to the access rights assigned to them within the application. These profiles, along with the parties, to which they give access, are not editable. Below is a description of the proposed profiles:

- Physician (Doctor)
  - Validates and manages the status of passengers
  - Attaches or detaches the medical questionnaires to passengers
  - Disables or removes a passenger
- Medical staff (Medical)
  - Consults the list of cruises and passengers
  - Attaches or detaches the medical questionnaires to passengers
- Group
  - Manage Agency Administrator users
  - Consults and export the list of cruises and passengers

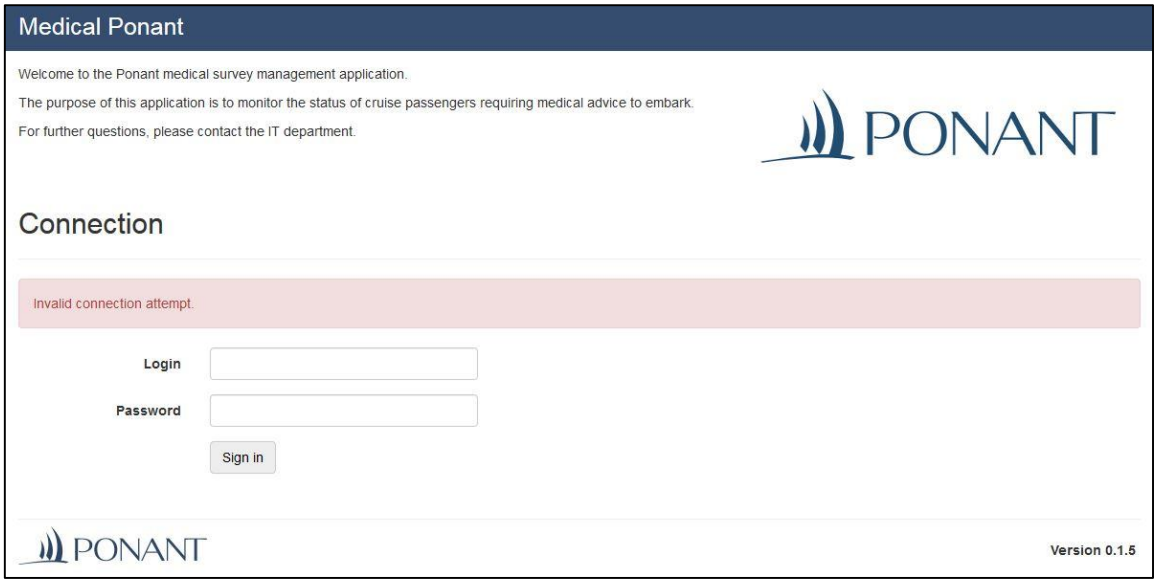
- Reservation (Booking)
  - Consult the list of cruises and passengers
  - Updates the mail address and makes reminders
  - Disables or removes a passenger
- Administrator booking (Booking Administrator)
  - Manage users of the booking profile
  - Manages the medical questionnaires
  - Defines the criteria for cruises
  - Settings items of mails
  - Consults and extracts data reports
- IT (consultant) administrator
  - Manages all the users of the application
  - Manages the medical questionnaires
  - Defines the criteria for cruises
  - Settings items of mails
  - Consults and extracts data reports
- Agency administrator
  - Manage Agency users
  - View and manage the list of its cruises and passengers
- Agency
  - View and manage the list of its cruises and passengers

2.2 Authentication and homepage

- This part is the entry point of the user in the application. Before you can perform actions, each user must identify himself via a login and a password.
- Once they are validated, a temporary security code it will be transmitted by email. This code must then be entered in a second window of identification in order to complete the authentication process.
- Once the user is authenticated, he will be redirected to its home page or if necessary to the password change page (in the case of a first connection).

2.2.1 A user login

- This window is the first window of the application that will access the user. She allows him to make the first step to authenticate to the application in order to access the features that are available.
- He needs to check his ID and password in the corresponding fields can complete entry via the button "Sign In".

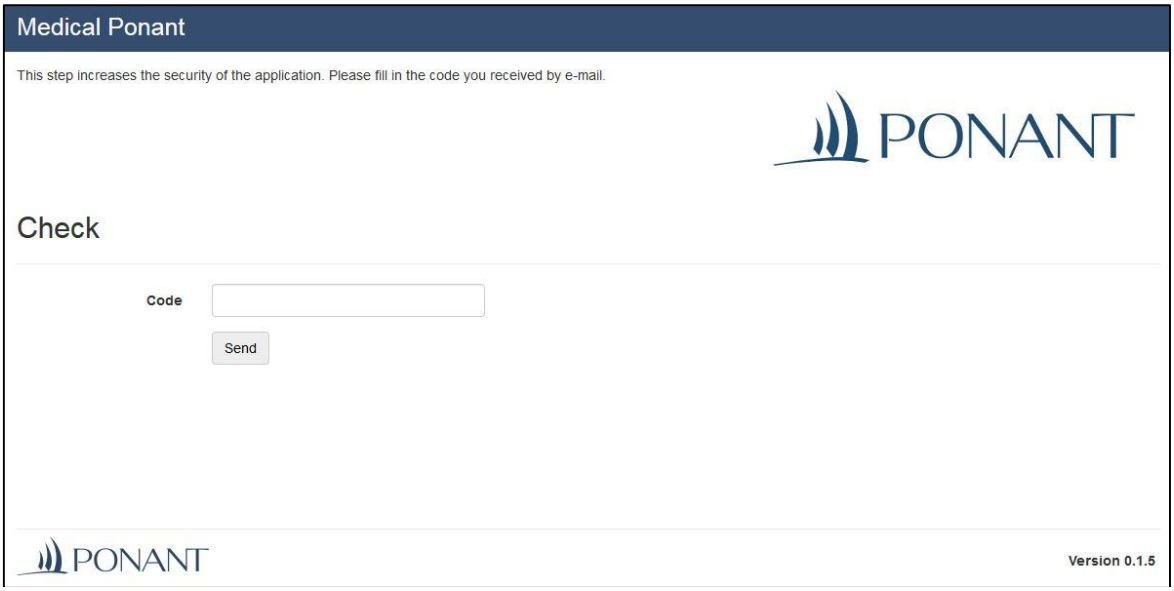


- After 3 successive errors of the password, the user sees its access blocked for a duration of 15 minutes and is automatically redirected to the page below:

- In case of seizure of unrecognized identifiers, a message will be displayed to the user.
- If successful, a confirmation code will be sent by email to the user. Once you receive this code, it shall be entered in the following window to continue the authentication process.

2.2.2 Entering the confirmation code

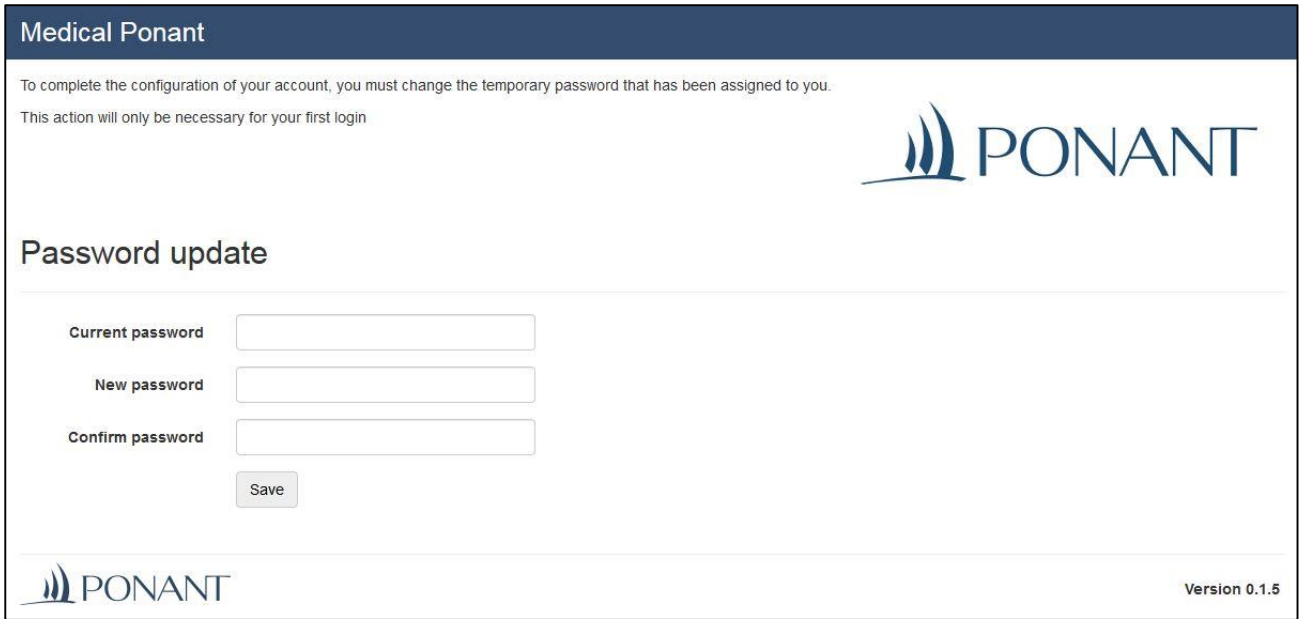
- This window is the second step of the authentication of the application process.
- The user must then fill in the corresponding field temporary confirmation code that has been sent to it by email and then validate the input via the button "Send".



- If the code entered is not valid, the user will not be able to continue and a message will be displayed to him. Otherwise it will be then redirected to another page of the application as follows:
    - If it's his first connection to the service or after a password reset, the user is automatically redirected to the password change page.
    - If it is already connected and in the case of the profiles "Booking" or "Group", the user is redirected directly to the list of cruises.
    - If it is already connected and for other profiles, it is automatically redirected to homepage for his profile.

2.2.3 Change the password after login

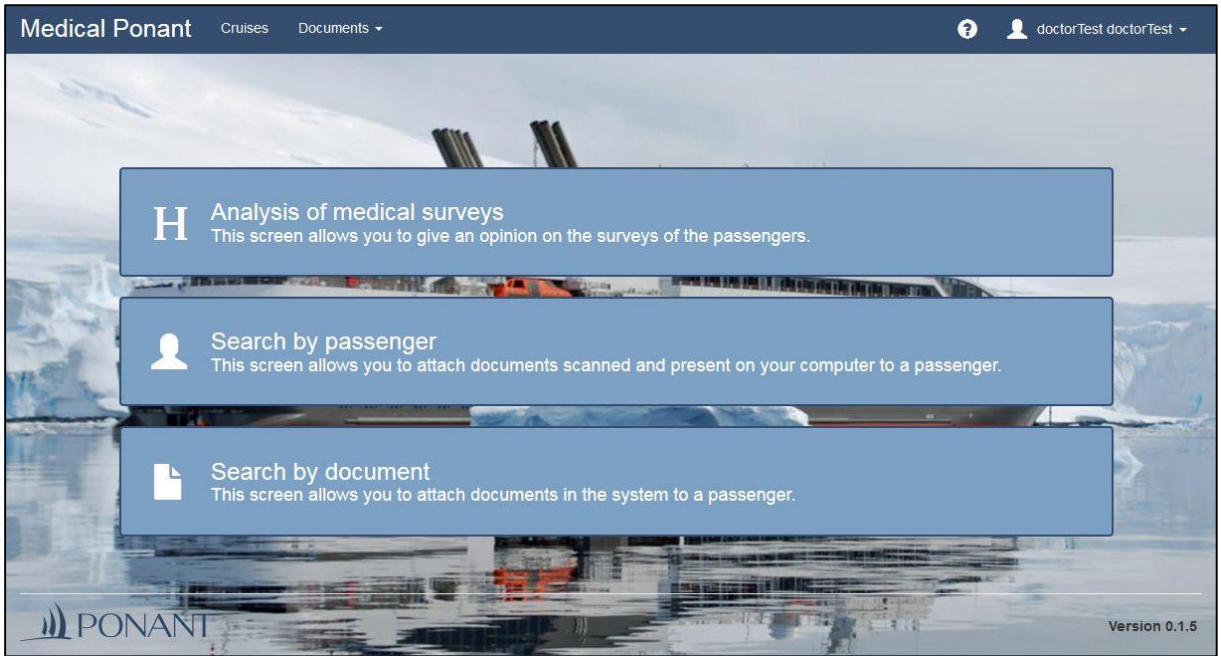
- It is necessary, during its first connection after resetting his password, or the application that the user is changing his or her password.
- In cases where this mandatory step is necessary, the user is automatically redirected to this page, just after completing the authentication of the application process.
- He must then fill in the first field of the current password, then in the two following fields, indicated in the same way, the new password that he chooses.
- For a password to be considered valid by the application, it must meet the following criteria:
    - Be different from the current password.
    - Have at least 8 characters
    - Have at least an uppercase letter, a lowercase letter and a number.
- Once these features are captured, simply to validate the change via the "Save" button.



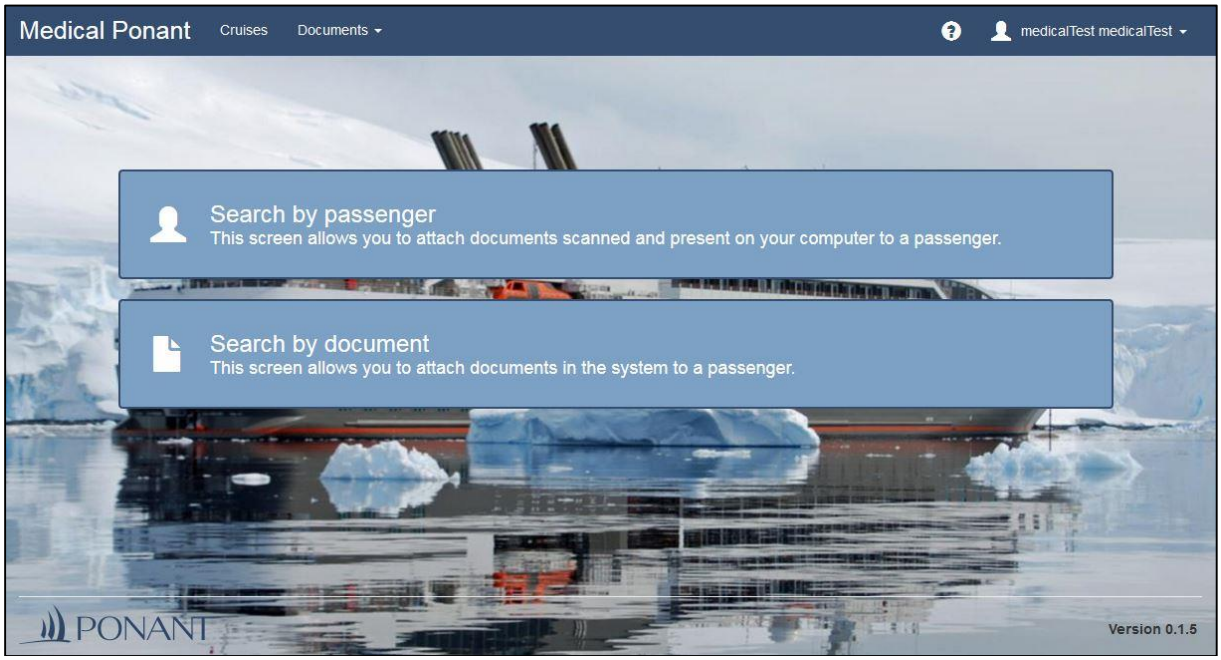
- In case of seizure or invalid password error, a message will be displayed to the user and it will not be able to continue.
- If the change is valid, the user is redirected to another page of the application as follows:
  - In the case of the profiles "Booking" or "Group", the user is redirected directly to the list of cruises.
  - For other profiles, it is automatically redirected to homepage for his profile.

2.2.4 Homepage

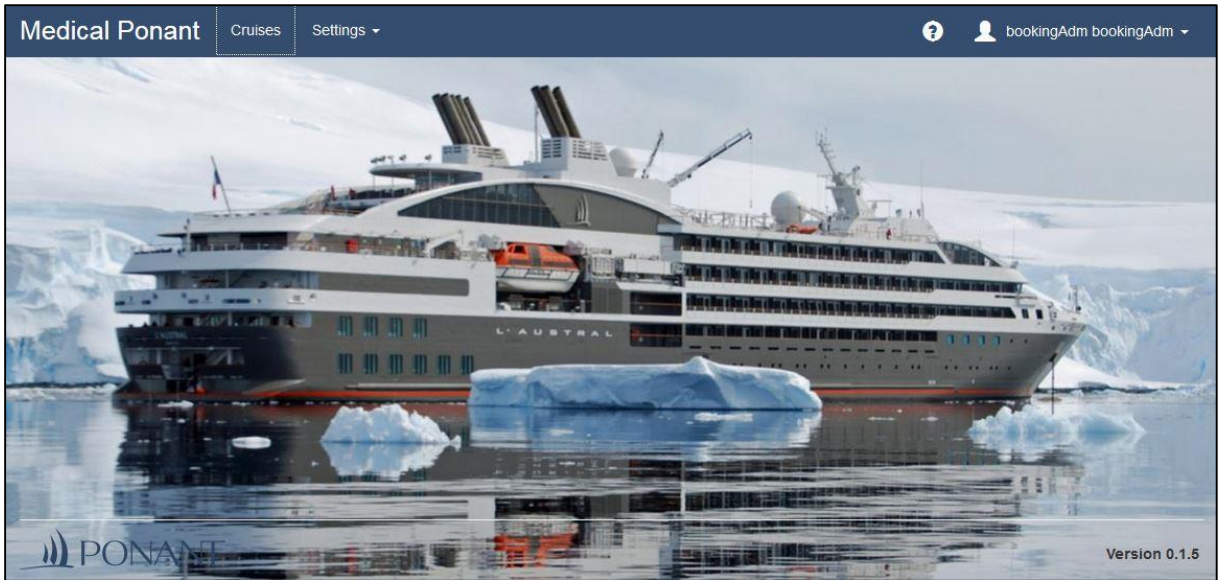
- This page is the Central page of the site from which the user will be able to access the different menus and the functions to which the profile gives access.
- Users with "Booking" or "Group" profiles have access only to the list of cruises and are automatically redirected to this list. Therefore, they have no access to the home page of the site.
- For other profiles, there are 3 different home pages divided in the following way:
  1. Doctor (Doctor): this homepage gives access to medical records processing features but also offers shortcuts for quick access to essential functions (list of cruises, management of documents by passenger, management of all documents) :



2. Medical staff (Medical): this home page allows access to accessible to medical but offer personnel functions also shortcuts for quick access to essential functions (management of documents by passenger, management of all documents):



3. Other profiles: this homepage has only a menu giving access to the different parts available to the user:



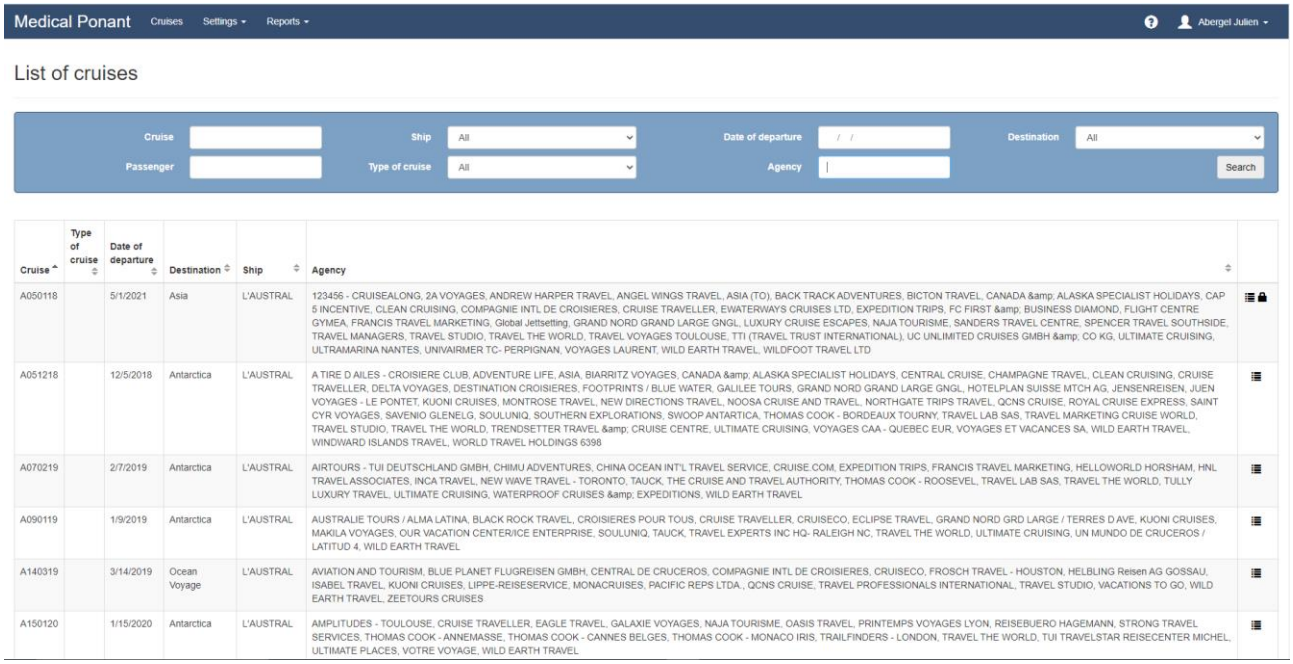
2.3 Information on cruises and passengers

- This part which are accessed via the menu 'Cruise' to access the list of all existing cruises as well as the list of individual passengers and group for each of them.
- There are also indicators of the number of passengers by type and State but also the ability to perform all actions on passengers that does not concern the medical field such as changes, reminders, or deletions.

2.3.1 List of cruises

- This window allows you to view the list of all existing Cruises currently in the application.
- To easily find desired cruises, it is possible to filter this list using the filters available above the list of cruises and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
  - Cruise code
  - Name of the boat
  - Name of the destination
  - Date of departure of the cruise
  - First or last name of a passenger
  - Type of cruise
  - Name of the Agency
- These filters can be used separately as in way combined to target cruises meet several criteria.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- When we scroll on the page the research zone is blocked.
- Agencies can only access cruises that have been associated with them in the agency access rights page
- The "Agency" filter field becomes a text field

- The actions available for each of the cruises are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:
  - Access the list of individual passengers and group via the icon:
  - Unlock the cruise if it allows using the icon:



2.3.2 Unlock a cruise

- After accessing the list of cruises, it is then possible to visualize, for cruises already extracted, this icon in the right column:
- Then just use this button in the concerned, cruise line to unlock this cruise together with passengers who are associated.
- A message requesting confirmation of the action will be displayed to the user before proceeding with the release of the cruise.
- Once the cruise unblocked, the icon previous will disappear automatically the line concerned and a confirmation message will be displayed to the user.

2.3.3 Global passenger information

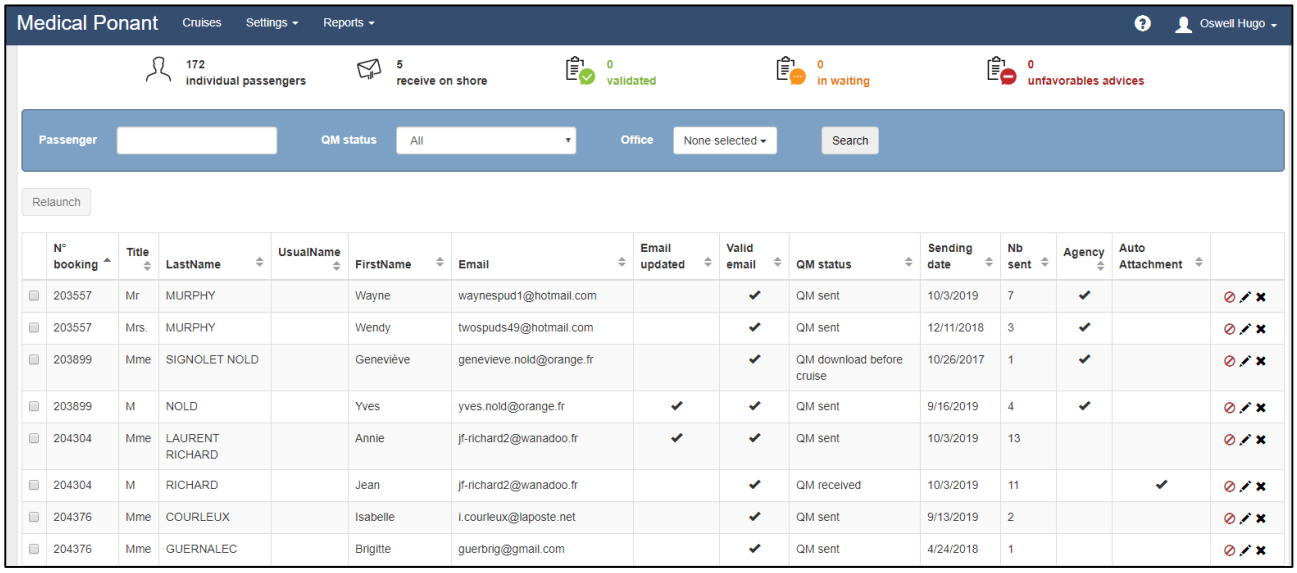
- After selecting the cruise desired from the list of cruises, you can access the page that allows you to view information associated with this cruise passengers.
- Found in this window the code of the displayed so cruise on the first line the overall indicators of the cruise in the following order:
  1. number of passengers expected
  2. number of QM received ashore
  3. number of QM downloaded on board
  4. number of QM treated

5. number of QM downloaded before cruise

- The rest of the window is split into 2 separate tabs separating individual passengers and the other groups of passengers.
- A ToolTip when you move the indicator "Download we board" was intended to display the name of the boat that pulled this cruise.

2.3.4 Information about individual passengers

- Found in this tab indicators that take into account only the individual passengers in the following order:
  1. number of individual passengers
  2. number of QM received
  3. number of QM validated
  4. number of QM pending
  5. number of QM not favorable
- So you can easily find passengers wanted, it is possible to filter the list of individual passengers using the filters available above the passenger list then applying it via the "Search" button This makes it possible to filter the list using the following criteria:
  - First, last or usual name of a passenger
  - The office associated with the passenger
  - Passenger status
- These filters can very well be used separately as in way combined to target individual passengers meet several criteria.
- When we scroll on the page the research zone is blocked.



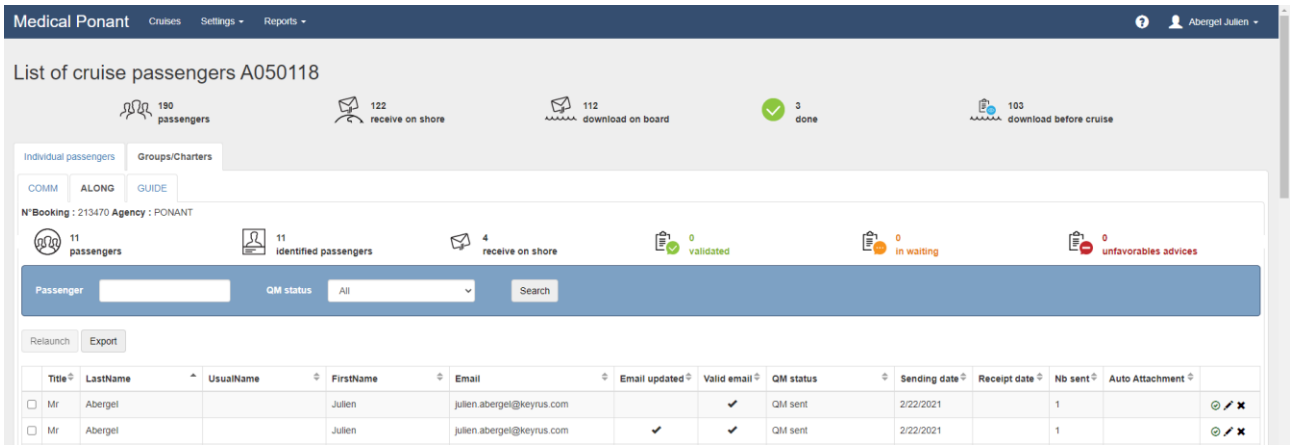
- For passengers who already have a medical opinion, those with a favorable opinion will be shown in green, while those with an unfavorable opinion will be displayed in red.
- The passenger list allows, on the other hand, to view the personal information of the passenger, but also information about sending and processing of the QM and the Agency in which he made

his reservation (a ToolTip when you move the indicator "Agency" is intended to display the name of the Agency of the passenger).

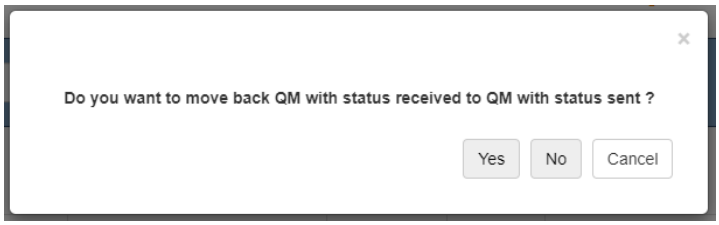
- The "UsualName" column for the persons who also have a usual name besides a last name.
- The "Auto Attachment" field is used to know if the QM has been attached automatically by the program or manually by a person.
- It also lets you perform the following actions for each individual passenger :
    - Perform a recovery on several passengers provided that their State permits.
    - Block or unblock a passenger.
    - Change the email address of a passenger.
    - Remove a passenger from the current cruise.
- All actions listed above will be detailed in the following sections.

2.3.5 Passenger of group information

- Found a new separation where each group is displayed in a separate sub-tab with the group name displayed in the title of the tab in this tab.
- Groups are managed in two different ways in the app. Either they are managed by an agency or by Ponant.
- The agency groups are:
    - Ponant users cannot manage agency groups
    - managed by agency
- The ponant groups:
    - do not belong to any agency.
    - Ponant users can manage them.
- For each group, there are indicators that do not take into account the passengers of this group as follows:
    1. number of passengers in the Group
    2. number of passengers identified (only Ponant group)
    3. number of QM received
    4. number of QM validated
    5. number of QM pending
    6. number of unfavorable QM
- So you can easily find passengers wanted, it is possible to filter the list of the passengers in the group using the filters available above the passenger list then applying it via the "Search" button This makes it possible to filter the list using the following criteria:
    - First, last or usual name of a passenger
    - Passenger status
- These filters can very well be used separately as in way combined to target passengers of group corresponding to several criteria.
- When we scroll on the page the research zone is blocked.



- It is possible for each passenger to make a stimulus via the button "relaunch". Before you need to select the passenger(s) on the first column. If in the group some passengers who have their QM status on "QM Received" have been selected, a pop up appears and ask Do you want move back QM with the status received to sent QM status?



- The passenger list allows, however, to view the personal information of the passenger, but also information about the treatment of the QM.
- It also lets you perform the following actions for each passenger group:
  - Block or unblock a passenger.
  - Edit the email address of a passenger.
  - Remove a passenger from the current cruise.

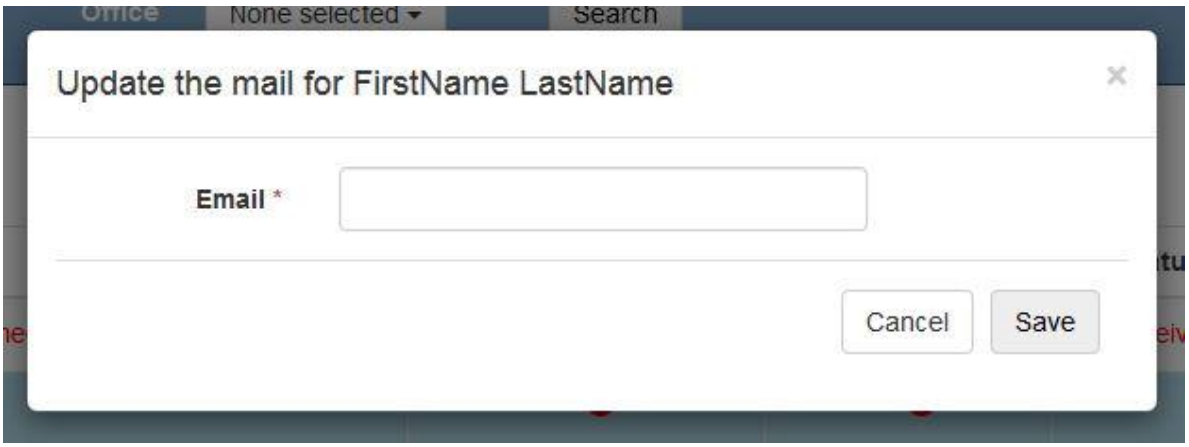
All actions listed above will be detailed in the following sections.

2.3.6 Enable / disable a passenger

- After accessing the list of passengers of a cruise and after identifying the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- A currently active passenger will then present the icon:
  Then just use this icon to turn off the passenger for the current cruise. A message requesting confirmation of the action will be displayed to the user before making the change. Once the passenger is disabled, this icon will disappear and will be replaced by the icon:
- To enable a disabled passenger, it is the reverse mechanism. So this passenger makes the icon:
  Then just use this icon to activate this passenger. Once the passenger is active, the icon will disappear and will be replaced by the icon:
- This action is available and works the same way for individual passengers as for group passengers

2.3.7 Change the email address of a passenger

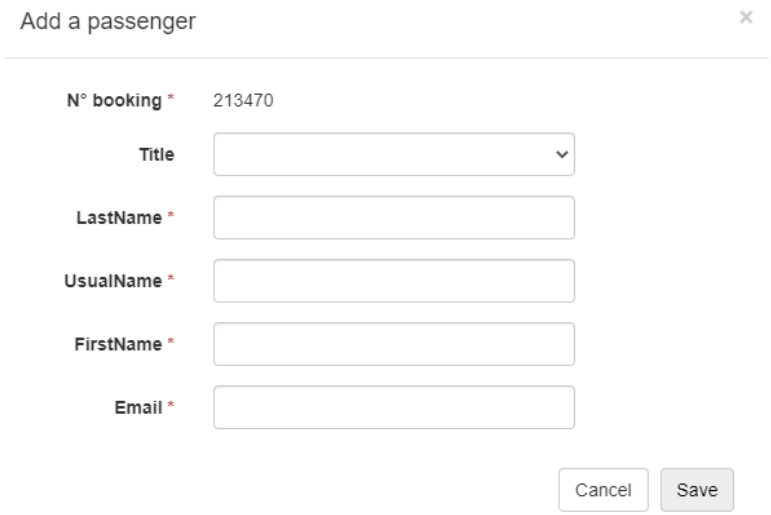
- After accessing the list of passengers of a cruise and after identifying the desired passenger it is possible via the icons in the right column to perform actions on this passenger.
- To change the email address of a passenger then just use the icon:
- Once this icon is used, an input window that gives the name and first name of the passenger and allows you to enter in the new email address will display overlay of the previous window as shown below :



- To change the passenger's email address, simply enter a valid email address in the field provided and then use the "Save" button to check. Once the email address has been changed, this change will be visible in the column 'Email' of the passenger.

2.3.8 This action is possible only for individual passengers and only for passengers for which no medical advice has yet been made.Adding a passenger to a cruise

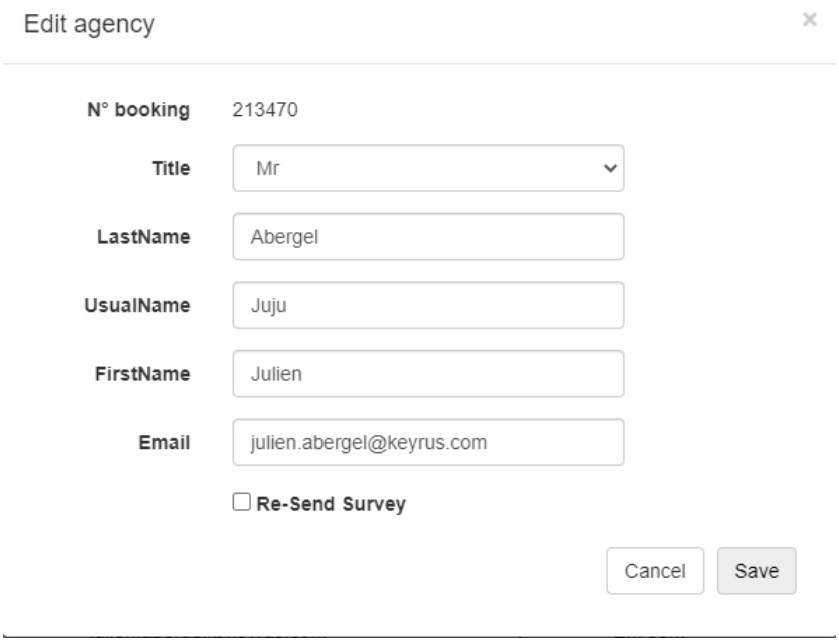
- This feature is available for users logged in as an agency only
- This window allows you to add a new user within the application via the "Add" button.
- Once this button is used, an input window that will fill in the personal information of the passenger as well as his login information will display overlay of the previous window as shown below:



- It is imperative to add a user that all fields are filled in with valid elements and abide by the following terms:
  - Title: civility of passenger
  - LastName: the last name of passenger.
  - UsualName: the usual name of passenger
  - FirstName: the first name of passenger
  - Email: it must be a valid email.
- Once these elements have been filled in correctly, it is possible to validate the record with the "Save" button. After the passenger has been registered, the window closes and it is added to the list of passengers.

2.3.9 Change passenger information

- This feature is available for users logged in as an agency only
- After having accessed to the list of passengers and identified the passenger wanted, it is possible to change this user via the icon:
- Once this icon is used, a window that contains the information of the passenger and allows to change will appear overlay of the previous window as shown below:



- Once desired items have been properly modified, it is possible to validate the record with the button "Save". After the passenger has been changed, the window closes and its changes will be visible in the list of passengers.
- The validation of the various fields is similar to that put in place when a new passenger is added.
- By checking this box "Re-send survey" you can resend a medical survey to the passenger.

2.3.10 Import passengers

- This feature is only available for agencies
- The import only works if there is no data in the table
- To import data, you must first download the template by clicking on the "Template" button.
- Then, you have to open the file "xxxxxx-ImportPassengers.csv".
- After completing and saving the file, click on the "Import" button to import the data present in the previously completed file.

2.3.11 Export passengers

- This feature works for all types of users
- The import only works if there is data in the table
- To export all the data from the table, just click on the "Export" button which will create a file on your computer

2.3.12 Remove a passenger

- After you access the list of passengers of a cruise and having identified the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- To remove a passenger from the current cruise, then just use the icon: ✖

- A message requesting confirmation of the action will be displayed to the user before deleting. Once the passenger is deleted, it will simply disappear from the list of passengers.
- This action is available and works the same way for individual passengers and passengers in group but only for passengers for which no medical advice has yet been made

2.3.13 Boost individual passengers

- After accessing the list of individual passengers of a cruise, it is possible to restart some passengers according to their statutes by triggering a new shipment of enamel containing medical questionnaires.
- Just to check via the left column passengers to revive and then use the button "Relaunch". The application will then return to each passenger an email from stimulus according to the status of each passenger described below:
    - 'No Envoy': return of the set initial email containing a blank copy of the QM.
    - 'Envoy': return of the set initial email containing a blank copy of the QM.
    - 'Incomplete': reference to a set of stimulus email for adding additional documents.
    - «Received»: no shipment, these passengers have already returned their QM, they do not have the ability to be checked for a raise (a ToolTip is displayed to the user).
    - 'Clos': no shipment, these sound passengers considered treaties, they do not have the ability to be checked for a raise (a ToolTip is displayed to the user).
- Once all of the emails sent by the application, a message indicating how much each type email was sent is displayed to the user and the information of the passengers concerned are updated.
- This feature may not work properly in certain conditions. It requires that an email address is listed for each of the passengers. It is also necessary that a criterion of cruise for the current cruise with languages and models of documents (for the QM and emails) are previously set.

2.3.14 Raise a group of passengers

- After accessing the list of passengers of a group, it is possible to send a stimulus for all the passengers in the group.
- Simply use the "Relaunch" button in the tab of the group to revive. The application will then send to the service group of Ponant whose email address is set in the application, a summary email set containing two separate lists of passengers. On the one hand, the list of passengers with the status "Sent" and "Incomplete" and the other passengers with the statutes "Received" and "Closed".
- Once enamel made by the application, an information message is displayed to the user and the information of the passengers concerned are updated.

2.4 Processing of passengers

- This part which access it via the menu "Cruise" to access the list of all cruises existing as well as the list of passengers to deal with and treated for each of them.

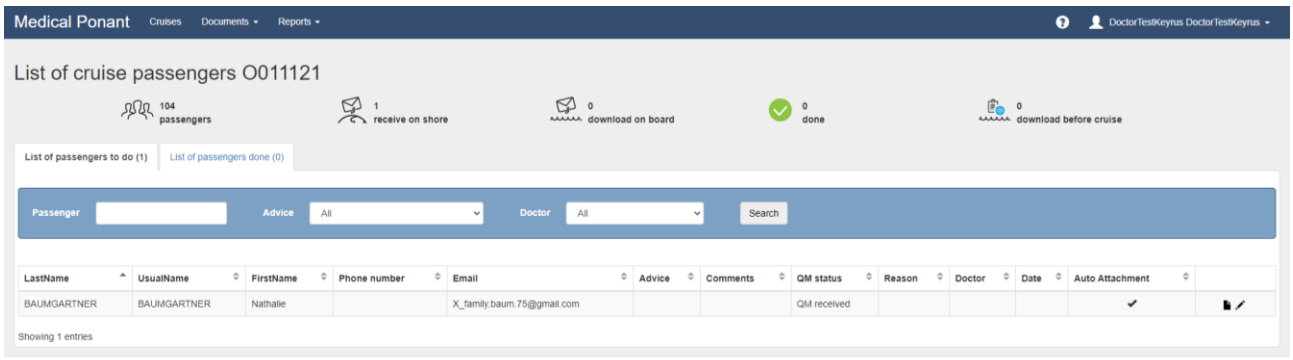
- There are also indicators of the number of passengers by type and State, as well as the ability to perform all actions on the passengers concerning the medical field such as access to medical documents provided or the assignment of medical advice to the passenger.

2.4.1 Global passenger information

- After selecting the cruise desired from the list of cruises, you can access this page which allows you to view information associated with this cruise passengers.
- We found the cruise displayed code in this window as well as on the first line the overall indicators of the cruise in the following order:
    1. number of passengers expected
    2. number of QM received ashore
    3. number of QM downloaded on board
    4. number of QM treated
    5. number of QM downloaded before cruise
- The rest of the window is split into 2 separate tabs that separate one side to deal with passengers and the other passengers already processed.
- A ToolTip when you move the indicator "Download we board" was intended to display the name of the boat that pulled this cruise.
- This part allows to have access to the medical information of passengers. Means it is accessible to users of the profiles "Medical staff" and "doctor".

2.4.2 Information on passengers for treaties

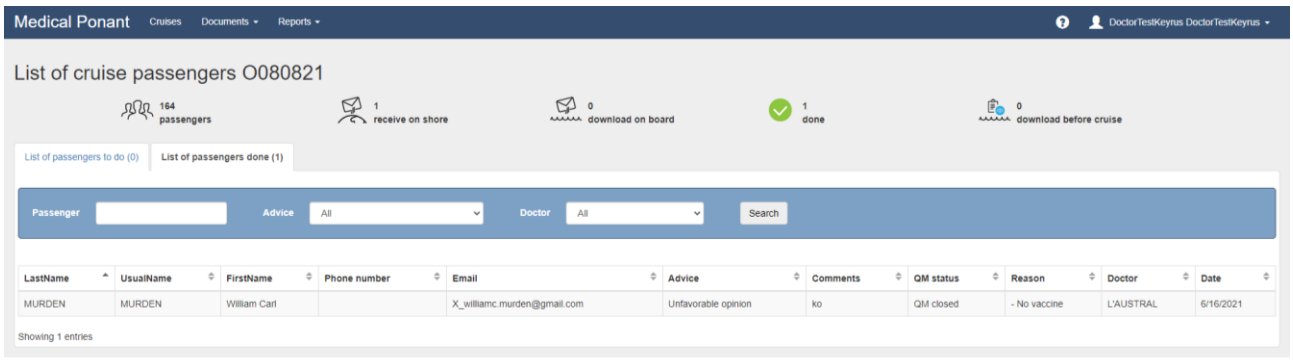
- The list of all the passengers of the cruise which should be treated by a doctor is found in this tab.
- So you can easily find passengers wanted, it is possible to filter the list of passengers to deal with using the filters available above the list of passengers, and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
    - First, last or usual name of a passenger
    - Doctor who treated this passenger
    - Associated to the passenger medical advice
- These filters can very well be used separately as in way combined to target passengers meet several criteria.
- When the application receives the questionnaires, it sends an email to the passenger associated with the document .The mail will be the automatic message template added in the "language management" section (individual or group).



- The passenger list allows, however, to view the personal information of the passenger but also information or additional medical information allowing the physician to deal with the case of every passenger.
- It also lets you perform for each passenger to treat the following:
  - A list of medical documents associated with a passenger.
  - Change the medical advice of a passenger.
- All actions listed above will be detailed in the following sections.
- The change of the medical opinion is it possible for users with the profile "doctor".

2.4.3 Passenger information treated

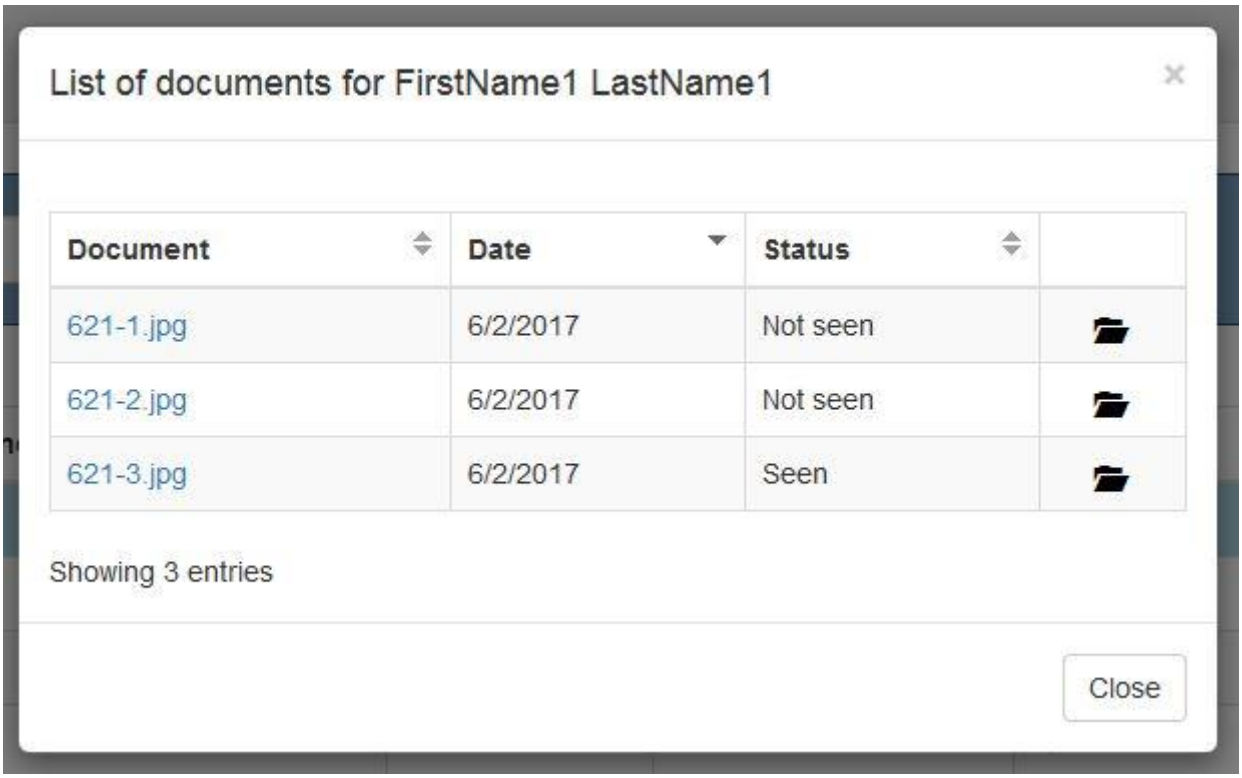
- The list of all passengers on this cruise that the folder has already been treated by a doctor is found in this tab.
- So you can easily find passengers wanted, it is possible to filter the list of passengers processed using the filters available above the passenger list then applying it via the "Search" button This makes it possible to filter the list using the following criteria:
  - First, last or usual name of a passenger
  - Doctor who treated this passenger
  - Associated to the passenger medical advice
- These filters can very well be used separately as in way combined to target passengers meet several criteria.



- The passenger list allows, however, to view the personal information of the passenger but also information or further medical information allowing the physician to visualize the medical opinion and the comments assigned to the record of each passenger.
- All actions listed above will be detailed in the following sections.

2.4.4 Access to the documents of a passenger

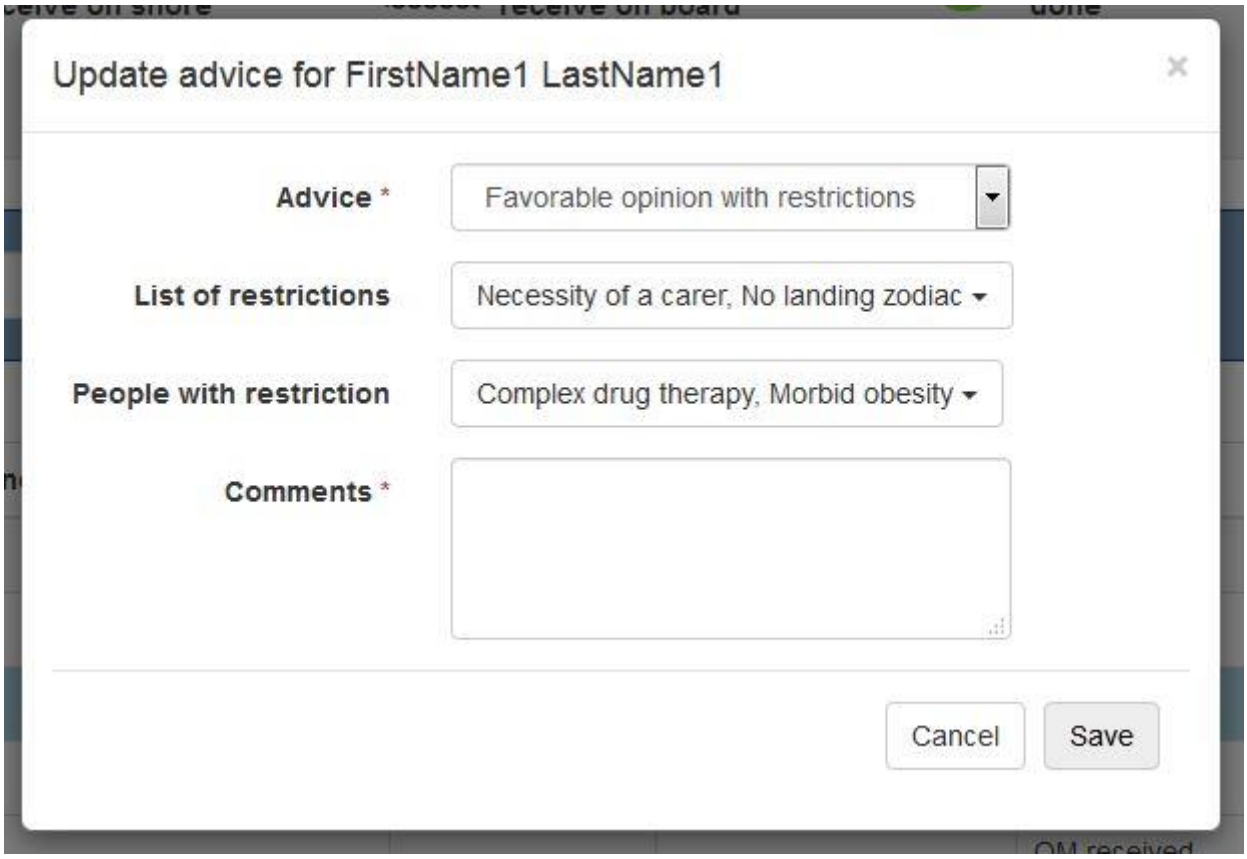
- After accessing the list of passengers of a cruise and after identifying the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- To view the list of documents associated with this passenger, then just use the icon:
- Once this icon is used, a viewing window which gives the name and first name of the passenger and allows access to the list of documents of the passenger will display overlay of the previous window as shown below



- To view one of the documents in the list, simply click on the name of the document or on this icon in the right column:
- Depending on the type of document to display, it will directly appear in a new tab in the browser if its visualization is possible or otherwise download it on the computer of the user.
- When a document is viewed for the first time, the indicator of visualization of the 'Status' column is updated.
- Closing this window is done using the "Close" button or via the icon in the top right of this window.
- This action is possible for passengers to deal with.

2.4.5 Associate medical advice with a passenger

- After accessing the list of passengers of a cruise and after identifying the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- A currently active passenger will then present the icon:
  Then just use this icon to turn off the passenger for the current cruise. A message requesting confirmation of the action will be displayed to the user before making the change. Once the passenger is disabled, this icon will disappear and will be replaced by the icon:
- To enable a disabled passenger, it is the reverse mechanism. So this passenger makes the icon:
  Then just use this icon to activate this passenger. Once the passenger turned on this icon will disappear and will be replaced by the icon:
- This action is available and works the same way for passengers to deal with and treated passengers



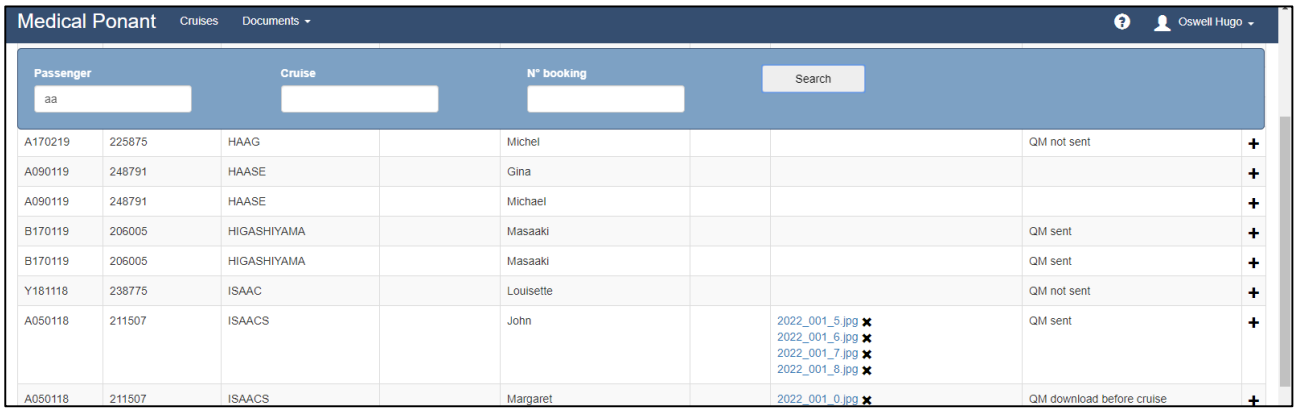
- To assign a medical opinion to the passenger, simply select the medical opinion intended and indicated a comment, then use the "Save" button to check. According to the chosen medical advice, it is possible that required additional information are requested as follows:
  - Favorable opinion: No additional information.
  - Favorable opinion with restrictions: list restrictions and type of people with restrictions.
  - Waiting for clarification: list of documents expected.
  - Unfavorable opinion: reasons of unfavorable opinions.
- Once registered the medical opinion, that passenger will disappear from the list of passengers to deal with and will be visible in the list of handled passengers
- This action is possible for passengers to process and only for users with the profile "doctor"

2.5 Management of documents by passenger

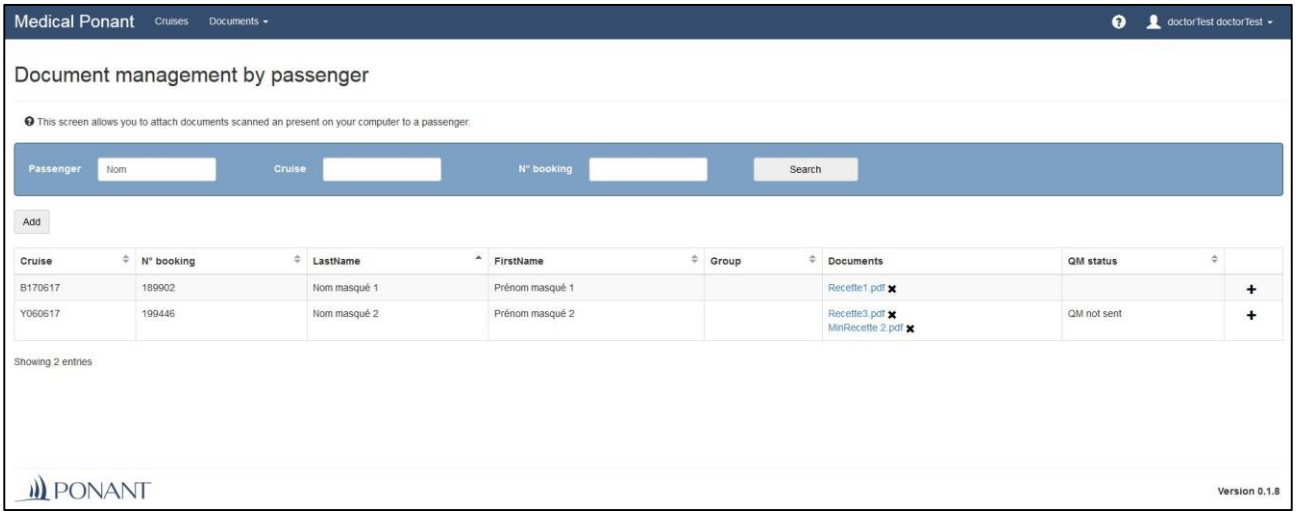
- This party whose access is via the "Documents" menu, then "Management by passengers" allows a search in the list of all existing passengers regardless of their cruise as well as the list of documents associated with each passenger
- There is also the possibility to manually add a passenger to a group but also to import a document scanned into the case of a passenger

2.5.1 Search for a passenger

- This window allows you to view the list of all the existing passengers currently in the application, regardless of their cruise. For performance issues, this list is not automatically loaded when the window display, but requires a more targeted search.

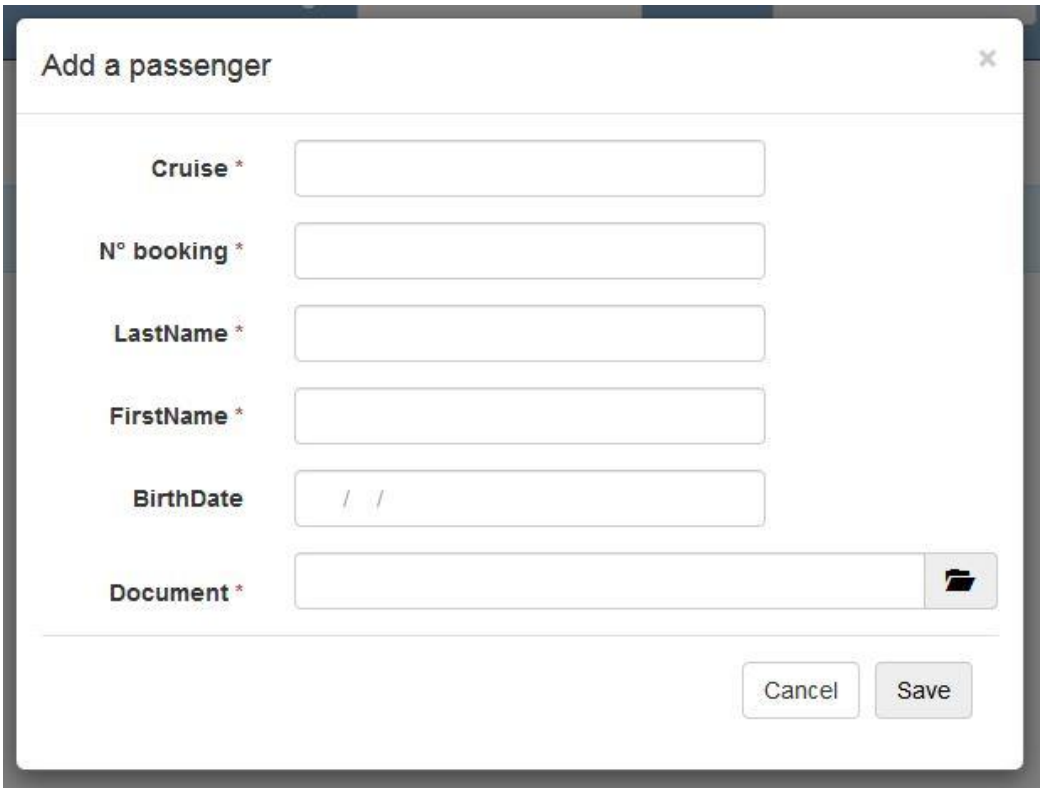


- Of required passengers is searched using the filters available above the passenger list then applying it via the "Search" button This makes it possible to filter the list using the following criteria:
  - First or last name of a passenger
  - Code of the cruise
  - The booking code
- These filters can very well be used separately as in way combined to target passengers meet several criteria.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The research zone is blocked when we scroll on the documents pages.



2.5.2 Add new passenger

- This window allows to manually add a new passenger within the application via the "Add" button (this action is designed to add passenger to an existing group).
- Once this button is used, an entry window, which will allow to fill in the personal information of the passenger as well as the cruise and booking to which it will be associated, will display overlay of the previous window as shown below:



- It is imperative to add a passenger that "Cruise" and "Booking number" fields are filled in with valid and existing codes in the application. These fields are automatically filled if filters corresponding to the previous page were previously filled.
- Once these codes is filled in correctly, the passenger's personal information entered and a valid document associated with this passenger, it is possible to validate the record with the button "Save". After the passenger has been saved, the window closes and it is added to the list of passengers.
- For a document to be considered valid, it must meet the following criteria:
  - Own one of the following extensions: .pdf, .tiff, .jpg, .png, .gif, .bmp.
  - Do not exceed 8 MB.

2.5.3 Access or detachment of a document associated with a passenger

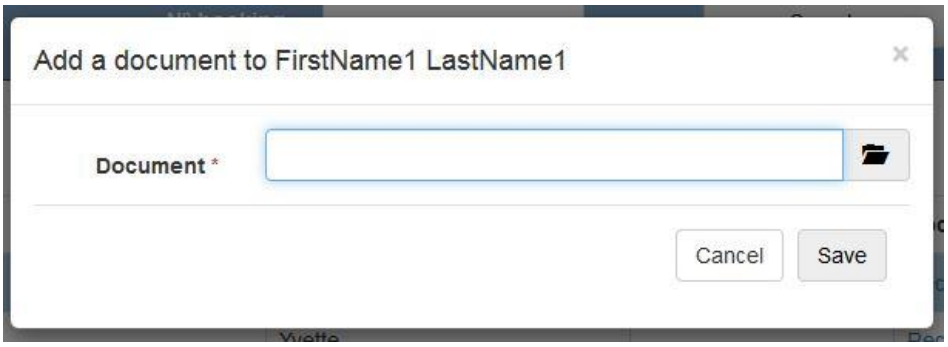
- For each passenger, it is possible to find in the column "Document" the list of documents associated with this passenger as shown below:

- To view one of the documents in the list, simply click on the name of the document. Depending on the type of document to display, it will directly appear in a new tab in the browser if its visualization is possible or otherwise download it on the computer of the user.
- To detach one of the documents in the list of the passenger with which it is associated, just use the icon associated with the desired document: ✖
- A message requesting confirmation of the action will be displayed to the user before the posting of the document. Once the document is detached, it will simply disappear from the list of documents of the passenger and will be moved to the directory of available documents.
- After the confirmation of the posting of a document, a new message asking the user to attach this document to another passenger will be displayed. In the case of a positive response, a window showing the name of the document concerned and to search the passenger target will show overlay of the previous window as shown below:

- It then possible to search in the list of passengers through the search criteria available and using the "Search" button, and then select the passenger wanted via the selector in the left column and finally validate the association with the "Save" button.

2.5.4 Add a document to a passenger

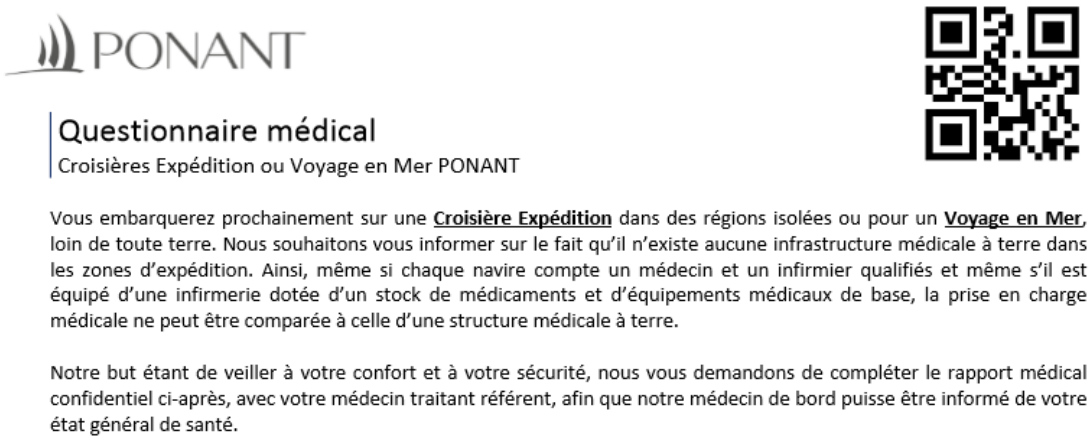
- After accessing the passenger list and having identified the passenger wanted to, it is possible via the icons in the right column to perform actions on this passenger.
- To import a new document to this passenger, then just use the icon: ✚
- Once this icon is used, an input window that gives the name and first name of the passenger and select the document to be imported will appear overlay of the previous window as shown below:



- To import a document to this passenger simply select a valid document by using the icon: 🗁
- After selecting the document, a bar that represents the progress of import the file and deleting the file button will appear.
- Once the file has been imported, it will be possible to validate the registration by using the « Save » button. After the validation of the imported document, it will be accessible from the list of documents in the column "Documents" of the passenger.
- For a document can be imported within the application, it must meet the following criteria:
  - Own one of the following extensions: .pdf, .tiff, .jpg, .png, .gif, .bmp.
  - Do not exceed 8 MB

2.6 Medical documents

- All the QM have a QR code that allows the program to retrieve the id of the passenger.
- If the QR code is correctly scanned by the program, the QM is attached automatically.
- Then if the QR code doesn't work, the program tries to attach it to the user who has the email that corresponds.
- If the program can't find a unique email, it tries to attach it with the id that is used in the mail objet.
- If none of the above is working, the program send the documents to the available documents.



PONANT

Questionnaire médical

Croisières Expédition ou Voyage en Mer PONANT

Vous embarquerez prochainement sur une **Croisière Expédition** dans des régions isolées ou pour un **Voyage en Mer**, loin de toute terre. Nous souhaitons vous informer sur le fait qu'il n'existe aucune infrastructure médicale à terre dans les zones d'expédition. Ainsi, même si chaque navire compte un médecin et un infirmier qualifiés et même s'il est équipé d'une infirmerie dotée d'un stock de médicaments et d'équipements médicaux de base, la prise en charge médicale ne peut être comparée à celle d'une structure médicale à terre.

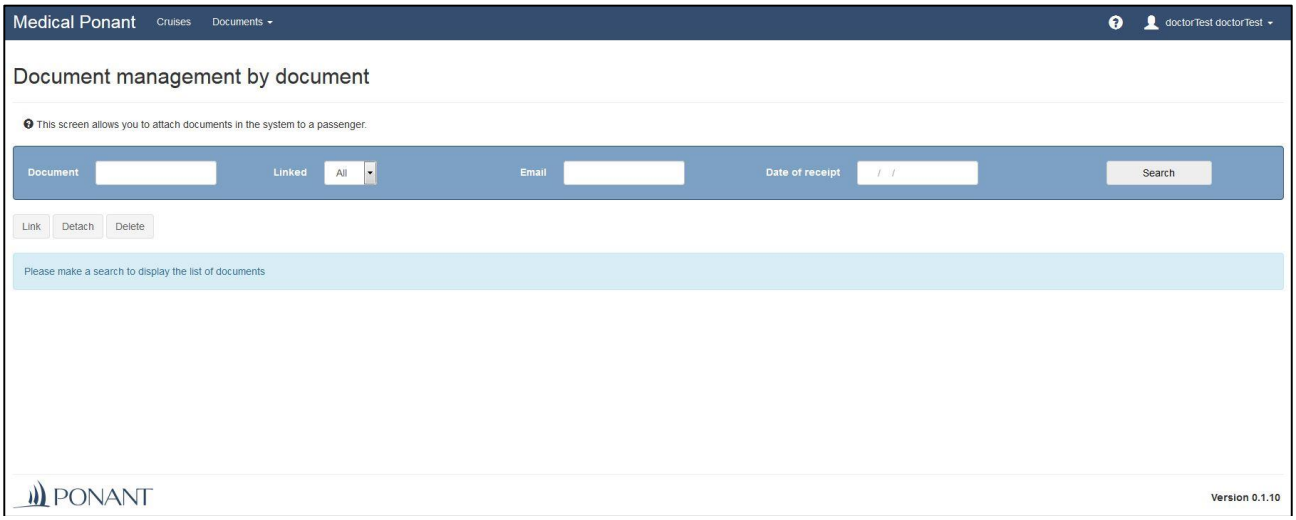
Notre but étant de veiller à votre confort et à votre sécurité, nous vous demandons de compléter le rapport médical confidentiel ci-après, avec votre médecin traitant référent, afin que notre médecin de bord puisse être informé de votre état général de santé.

2.7 Management of all documents

- This part which access it via the menu "Documents" and then "Management by documents" allows to perform a search in the list of all existing documents that they are not associated to a passenger.
- There is also the possibility to associate documents with a passenger, to detach documents of a passenger or to permanently delete documents.

2.7.1 Search for a document

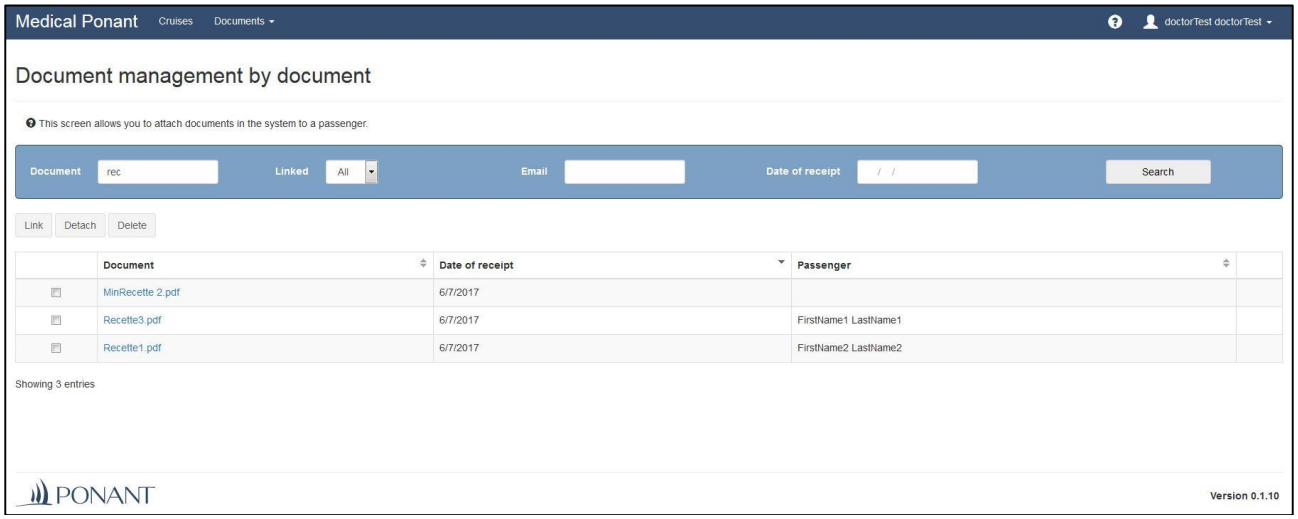
- This window allows you to view the list of all existing documents currently in the application that they are associated or not to a passenger. For performance issues, this list doesn't automatically load that a list of documents that are not yet associated with a passenger:



- Research of the documents is done using the filters available at the top of the list of the documents and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
  - Name of the document
  - Document or not associated with indicator

- Email address of the sender
- Date of receipt

- These filters can very well be used separately as in way combined to target documents corresponding to several criteria.



- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.

2.7.2 Associate documents to a passenger

- After you perform a search in the list of documents, it is possible to associate certain documents to a passenger, to conditions that these documents are not already associated with another passenger.
- Just to check via the left column documents to associate and then use the "Link" button (this button is only active if at least one box is checked).
- Once this button is used, a window that allows you to select the target passenger will display overlay of the previous window as shown below:

- This window allows you to view the list of all of the passengers currently existing in the application. For performance issues, this list is not loaded automatically when the window display, but requires a more targeted search.
- This makes it possible to search using the filters available above the list of the documents and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
    - First or last name of the passenger
    - Code of the cruise
    - The booking code
    - Name of the Group
- These filters can very well be used separately as in way combined to target passengers meet several criteria.
- Once the passenger target identified, it is possible to select via the selector in the left column and then validate the association with the "Save" button.
- When you click on the save button, the application will send an email to the passenger who has just been associated with the document .The mail will be the automatic message template added in the "language management" section (individual or group).
- Once the documents correctly, this window will disappear. The name of the passenger associated on-screen in the column "Passenger" from the list of documents and a confirmation message will be displayed to the user.

2.7.3 Detach documents of a passenger

- After you perform a search in the list of documents, it is possible to detach some documents of a passenger, provided that these documents are already associated with a passenger.
- Just to check via the left column, the documents to detach and then use the "Detach" button (this button is only active if at least one box is checked).

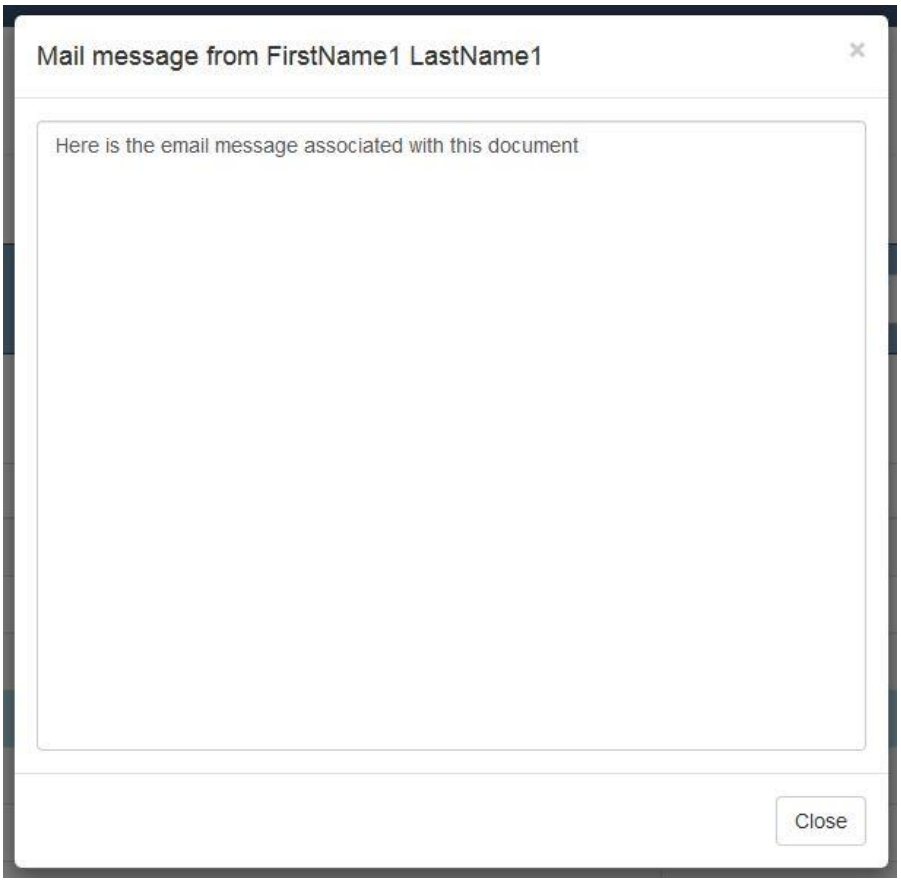
- A message requesting confirmation of the action will be displayed to the user before the posting of these documents.
- Once the documents have been posted, will be moved to the directory of available documents, initially associated with passenger's name will be deleted from the "Passenger" column and a confirmation message will be displayed to the user.

2.7.4 Delete documents

- After you perform a search in the list of documents, it is possible to remove some documents that they are associated or not with a passenger.
- Just to check via the left column documents to delete and then use the "Delete" button (this button is only active if at least one box is checked).
- A message requesting confirmation of the action will be displayed to the user before proceeding with the removal of these documents.
- Once the deleted documents, these will be deleted from the list of documents and a confirmation message will be displayed to the user.
- Warning this deletion is permanent. Once the deletion is confirmed no recovery will be possible.

2.7.5 Access to the document and the associated message

- After having conducted a search in the list of documents and identified the document wanted to, it is possible to access to this document, but also the message of the email that accompanies it if it is filled.
- To view one of the documents in the list, simply click on the name of the document. Depending on the type of document to display, it will directly appear in a new tab in the browser if its visualization is possible or otherwise download it on the computer of the user.
- To view the message associated with a document, simply click the icon:
- Once you have used this icon, a window which includes the name and surname of the passenger and which allows to visualize the message will display overlay of the previous window as shown below:



- Closing this window is done using the "Close" button or via the icon in the top right of this window.

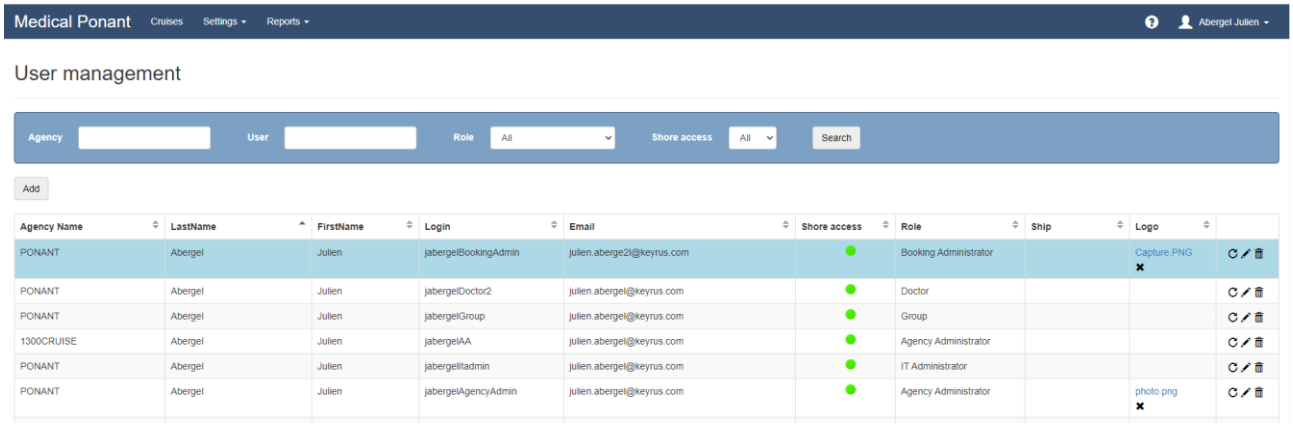
2.8 Settings for users

- This party whose access is via the menu "Settings" then "User" to access the list of all existing users of the application.
- There is also the possibility to perform all actions on users such as adding, changing, deleting, or even reset the password.

2.8.1 List of users

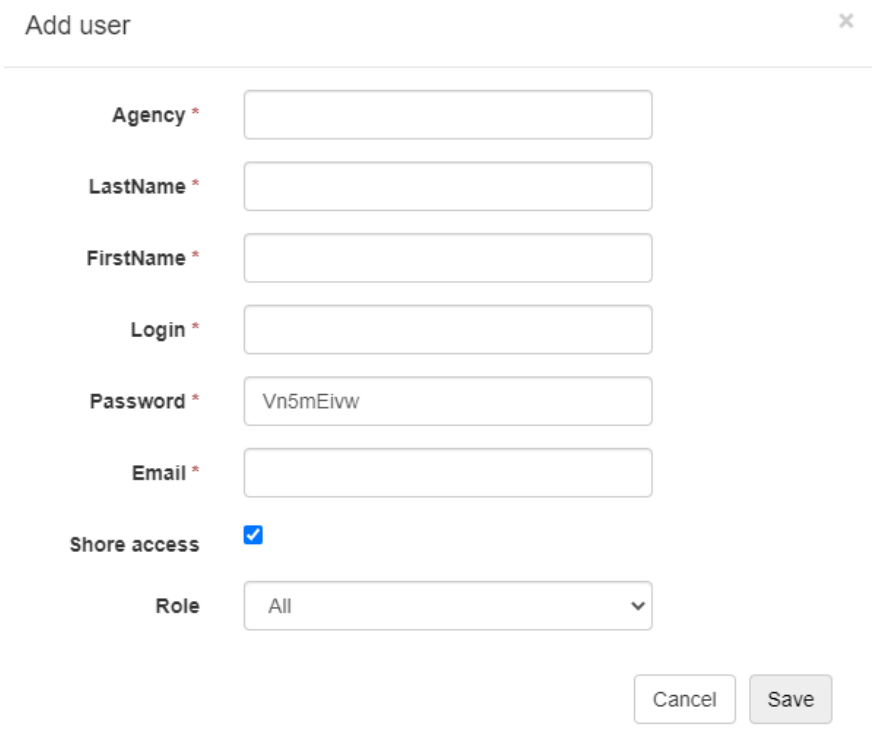
- This window allows you to view the list of all existing users currently in the application but also to add a new user via the "Add" button.
- To easily find users wanted, it is possible to filter this list using the filters available above the list of users and then applying them via the "Search" button This makes it possible to filter the list using the following criteria:
  - First or last name of a user
  - Role of the user
  - Type of user access
  - Shore Access

- These filters can very well be used separately as in way combined to target users meet several criteria.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- Agency administrators can access the list of users. However, they have different restrictions:
  - They can only filter the list on users with the agency profile
  - They can visualize and delete the logo (not required).
  - They have only access to the agencies that belong to them.
  - They do not have access to the ship column
- The actions available for each user are materialized by icons in the right-hand column. You can find 3 different icons to perform the following actions:
  - Reset the word to a user via the following icon:
  - Change a user via the following icon:
  - Delete a user through the following icon :



2.8.2 Add a user

- This window allows you to add a new user within the application via the "Add" button.
- Once this button is used, an input window that will fill in the personal information of the user as well as his login information will display overlay of the previous window as shown below:



- It is imperative to add a user that all fields are filled in with valid elements and abide by the following terms:
  - Agency: the name of agency.
  - Login: there must not be other users with the same login.
  - Password: A generated password is automatically suggested but it is possible to change provided that the password entered meets the security criteria (minimum 8 characters with a tiny, 1 capital letter, and 1 number).
  - Email: it must be a valid email.
  - Shore Access: it determines if the user can connect to the application "Earth"
  - Role: it determines the profile associated with the user.
- For agency administrators only and Booking Administrator role selected, it is possible to add the logo (not required).
- Agency administrators can only create users with the agency profile
- Once these elements have been filled in correctly, it is possible to validate the record with the "Save" button. After the user has been registered, the window closes and it is added to the list of users.

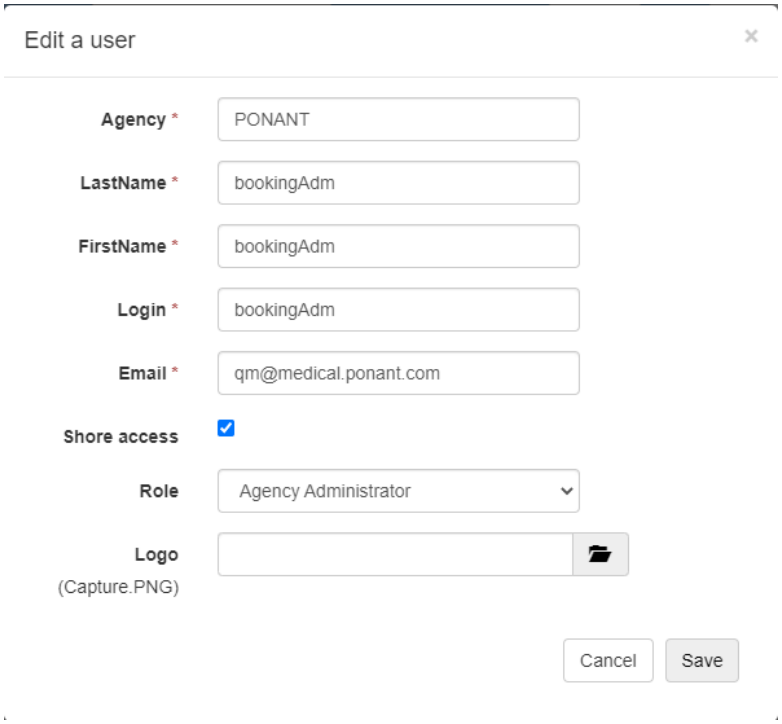
2.8.3 Reset the password of a user

- After having accessed to the list of users and identified the user wanted, it is possible to reset his password via the icon: ↻
- Then just use this icon in the row of the user to reset the password of this user.
- A message requesting confirmation of the action will be displayed to the user before the reset of the password.

- Once the password has been reset, an email containing a temporary password allowing the user to connect will be sent by email and a confirmation message will be displayed to the user

2.8.4 Change a user

- After having accessed to the list of users and identified the user wanted, it is possible to change this user via the icon:
- Once this icon is used, a window that contains the information of the user and allows to change will appear overlay of the previous window as shown below:



- Once desired items have been properly modified, it is possible to validate the record with the button "Save". After the user has been changed, the window closes and its changes will be visible in the list of users.
- The validation of the various fields is similar to that put in place when a new user is added.
- For agency administrators only, it is possible to modify the logo (not required).

2.8.5 Remove a user

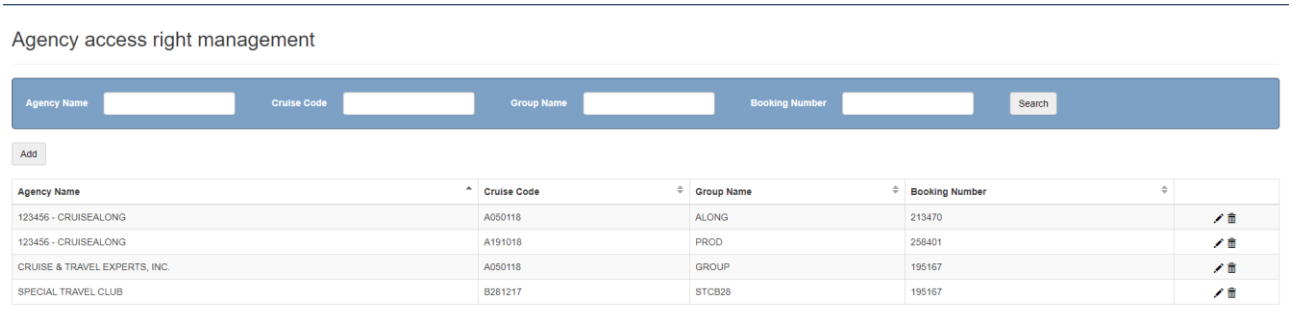
- After having accessed to the list of users and identified the user wanted, it is possible to remove a user from the icon:
- Then just use this icon in the row of the user concerned to remove this user
- A message requesting confirmation of the action will be displayed to the user connected before deleting.
- Once the user is deleted, a confirmation message will be displayed to the user. After deletion, the user no longer able to connect to the application

2.9 Settings for agency access right

- This part, accessible via the "Settings" menu then "Agency access rights", provides access to the list of all the agencies which have the right to access the application.
- There is also the possibility to perform all actions on "Agency access rights" such as adding, changing or deleting.

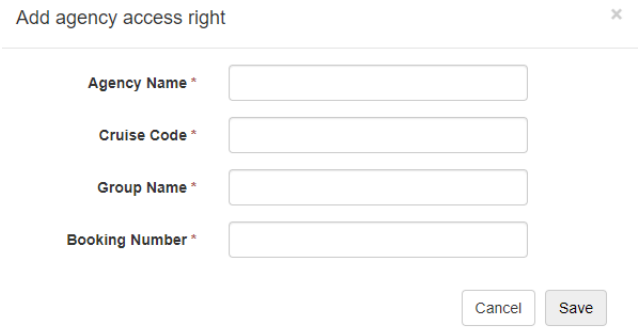
2.9.1 List of agency access rights

- This window allows you to view the list of access rights of agencies currently in the application but also to add a new agency via the "Add" button.
- To easily find the agencies you are looking for, you can filter this list using the filters available above the list of agency access rights, then apply them via the "Search" button. This allows you to filter the list according to the following criteria:
  - The name of the agency
  - Cruise code
  - Group name
  - Booking number
- These filters can very well be used separately as in way combined to target users meet several criteria.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The actions available for each user are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:
  - Change agency access right via the following icon:
  - Delete agency access right through the following icon :



2.9.2 Add agency access right

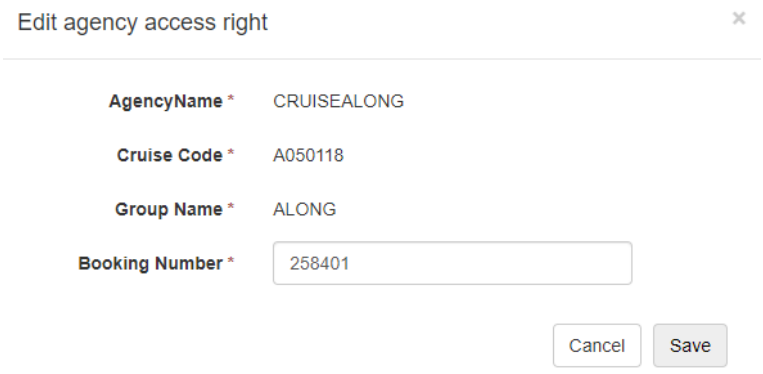
- This window allows you to add a new agency access right within the application via the "Add" button.
- Once this button is used, an input window will appear allowing you to fill in the information of the access rights of the agencies :



- It is imperative to add a agency access right that all fields are filled in with valid elements and abide by the following terms:
  - Agency Name: the name of agency.
  - Cruise Code: code of the cruise that the agency will have access
  - Group Name: The name of the group that the agency will be able to view
  - Booking Number: The booking number
- Once these elements have been filled in correctly, it is possible to validate the record with the "Save" button. After the agency access right has been registered, the window closes and it is added to the list of agency access rights.

2.9.3 Change agency access right

- After having accessed to the list of agency access rights and identified the agency wanted, it is possible to change this agency access right via the icon:
- Once this icon is used, a window that contains the information of the agency access right and allows to change will appear overlay of the previous window as shown below:



- Once booking number has been properly modified, it is possible to validate the record with the button "Save". After the agency access right has been changed, the window closes and its changes will be visible in the list of agency access right.
- It is not possible to modify the agency name, the cruise code and the group name. You have to delete and create another one if you want modify this field.
- The field booking number is mandatory.

2.9.4 Remove agency access right

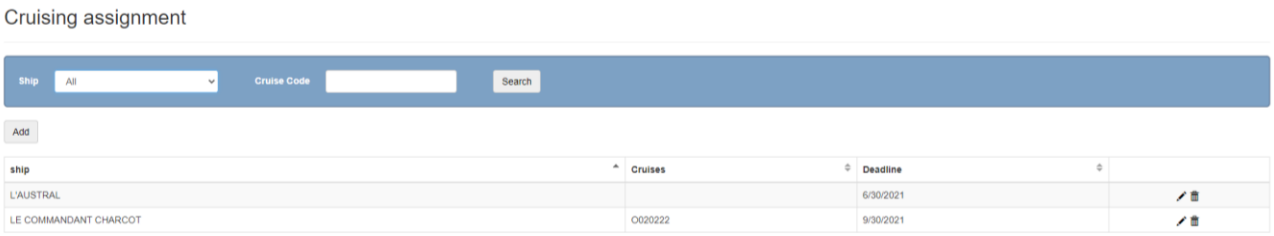
- After having accessed to the list of agency access right and identified the agency access right wanted, it is possible to remove agency access right from the icon:
- Then just use this icon in the row of the agency access right concerned to remove this one.
- A message requesting confirmation of the action will be displayed to the agency access right connected before deleting.
- After deletion, the agency no longer able to connect to the application.

2.10 Settings for cruising assignment

- This part, accessible via the "Settings" menu then "Cruising assignment", provides access to the list of all the cruises which have the assignment to a board.
- There is also the possibility to perform all actions on "Cruising assignment" such as adding, changing or deleting.

2.10.1 List of cruising assignment

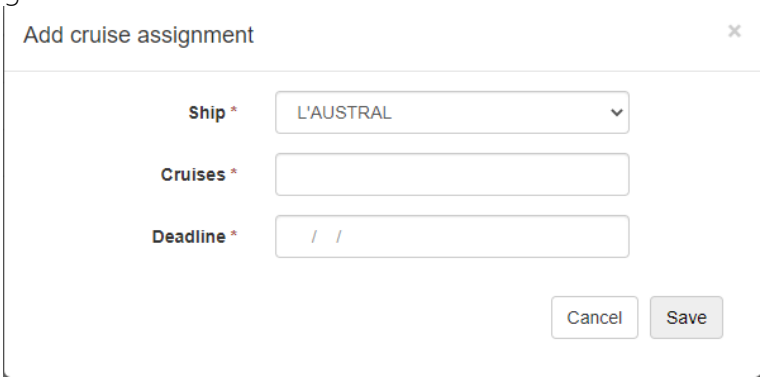
- This window allows you to view the list of cruising assignments to a board but also to add a new assignment via the "Add" button.
- To easily find the assignments you are looking for, you can filter this list using the filters available above the list of cruising assignments, then apply them via the "Search" button. This allows you to filter the list according to the following criteria:
  - Ship name
  - Cruise code
- These filters can very well be used separately as in way combined to target users meet several criteria.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The actions available for each user are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:
  - Change cruising assignment via the following icon:
  - Delete cruising assignment through the following icon :



2.10.2 Add cruising assignment

- This window allows you to add a new cruising assignment within the application via the "Add" button.

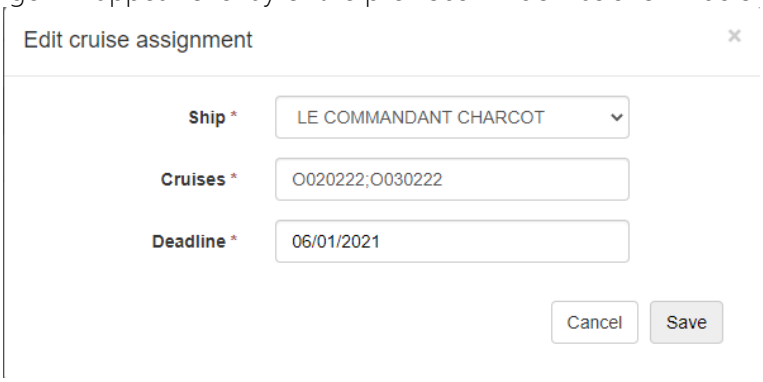
- Once this button is used, an input window will appear allowing you to fill in the information of the cruise assignment:



- It is imperative to add a cruise assignment that all fields are filled in with valid elements and abide by the following terms:
  - Ship: the name of ship.
  - Cruises: corresponds to one or more codes cruise separated by a '; '
  - Deadline: the deadline to process the surveys
- Once these elements have been filled in correctly, it is possible to validate the record with the "Save" button. After the cruise assignment has been registered, the window closes and it is added to the list of cruising assignments.

2.10.3 Change cruising assignment

- After having accessed to the list of cruising assignments and identified the assignment wanted, it is possible to change this item via the icon:
- Once this icon is used, a window that contains the information of the cruise assignment and allows to change will appear overlay of the previous window as shown below:



- Once desired items have been properly modified, it is possible to validate the record with the "Save" button. After the cruise assignment has been changed, the window closes and its changes will be visible in the list of cruising assignments.
- The validation of the various fields is similar to that set up when adding a new cruise assignment.

2.10.4 Remove cruising assignement

- After having accessed to the list of cruising assignments and identified the cruise assignment wanted, it is possible to remove this item from the icon:
- Then just use this icon in the row of the cruise assignment concerned to remove this one.
- A message requesting confirmation of the action will be displayed to the user before deleting.

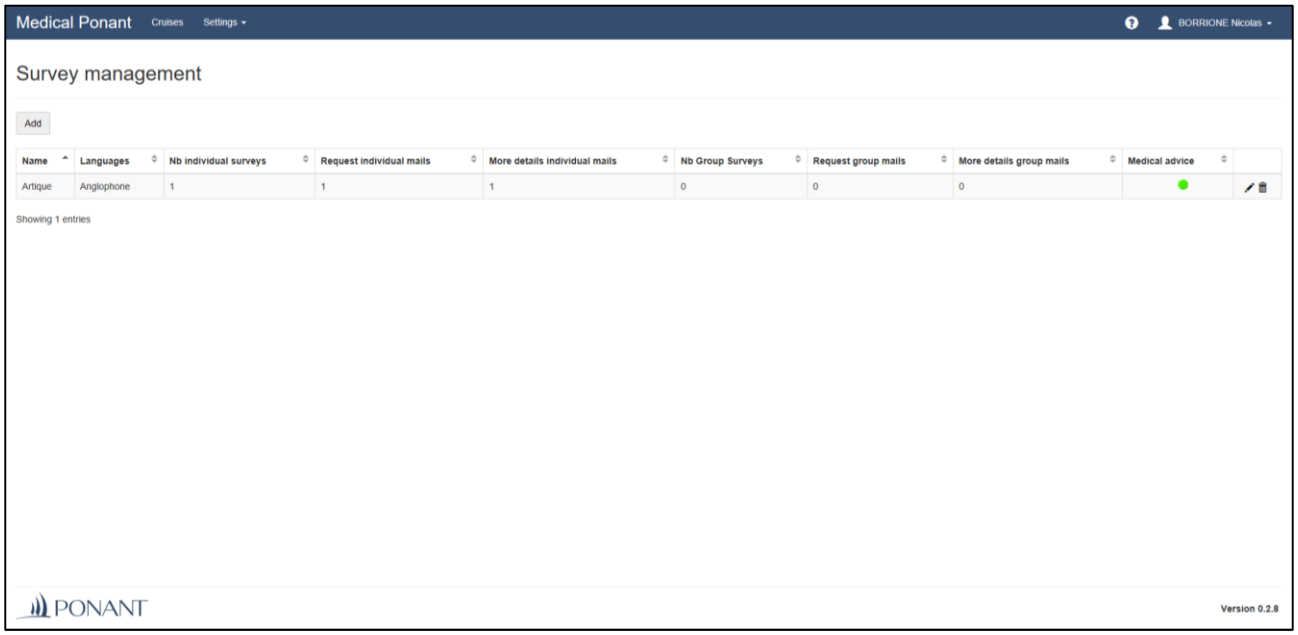
- Once the cruise assignment is deleted, a confirmation message will be displayed to the user and it will be removed from the list of cruising assignments.

2.11 Questionnaires Setup

- This part which access it via the menu "Settings" then "Survey" to access the list of all the questionnaires set in the application, but also to the list of languages that they contain.
- There is also the possibility to perform all actions on the questionnaires and the languages they contain such as adding, modifying, or deleting.
- When a passenger books one or more cruises, the questionnaires automatically links to the most recent reservation.

2.11.1 List of questionnaires

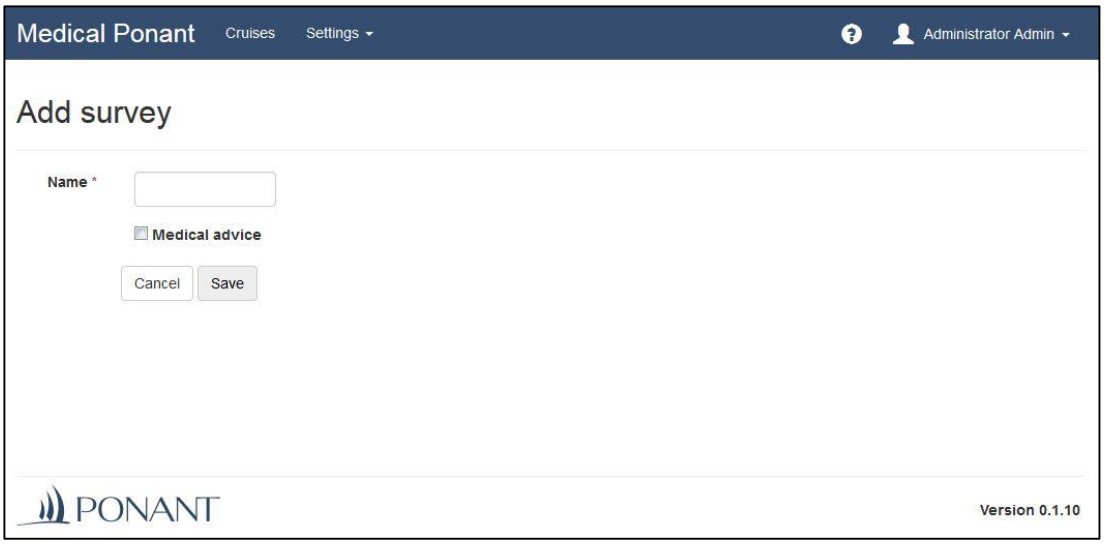
- This window allows you to view the list of all existing surveys currently in the application but also add a new questionnaire via the "Add" button.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The actions available for each of the questionnaires are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:
    - Change a questionnaire via the following icon:
    - Delete a questionnaire via the following icon :



2.11.2 Add questionnaire

- This window allows you to add a new questionnaire within the application via the "Add" button.

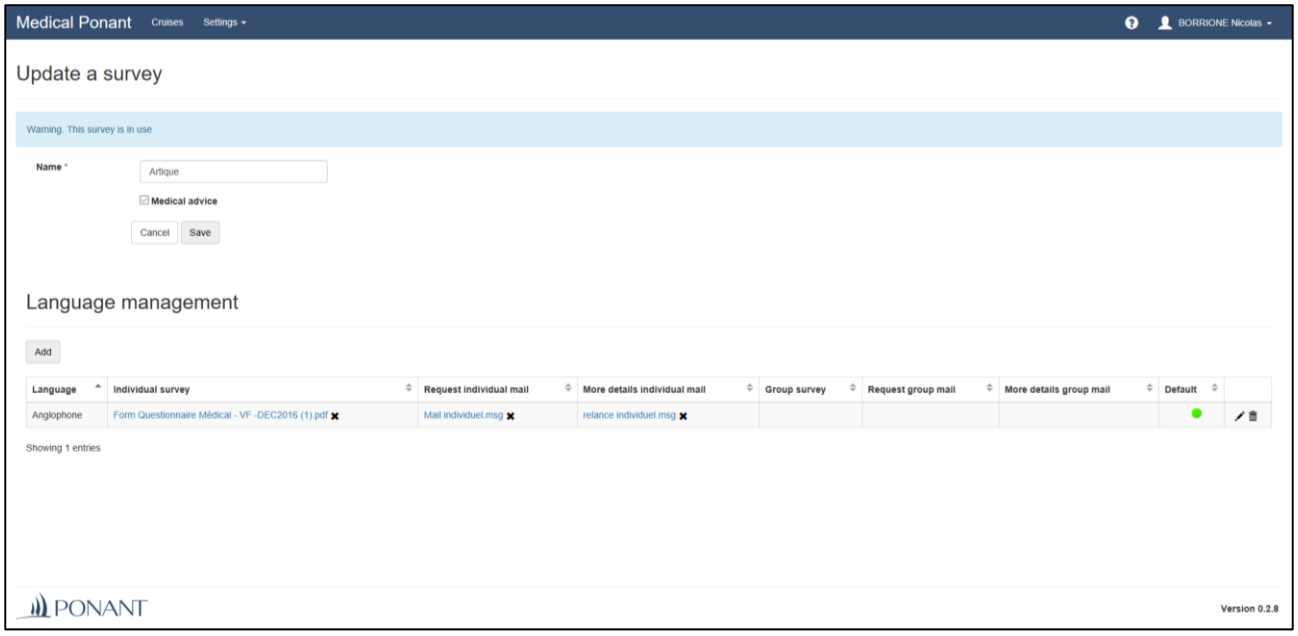
- Once this button is used, the user will be directed to a window allowing to enter the info to this questionnaire as presented below:



- Once items have been filled in correctly, it is possible to validate the record with the button "Save". Once the questionnaire has been registered, the user will be automatically directed to the page of modification of the questionnaire to record the list of languages that it contains.

2.11.3 Change a questionnaire

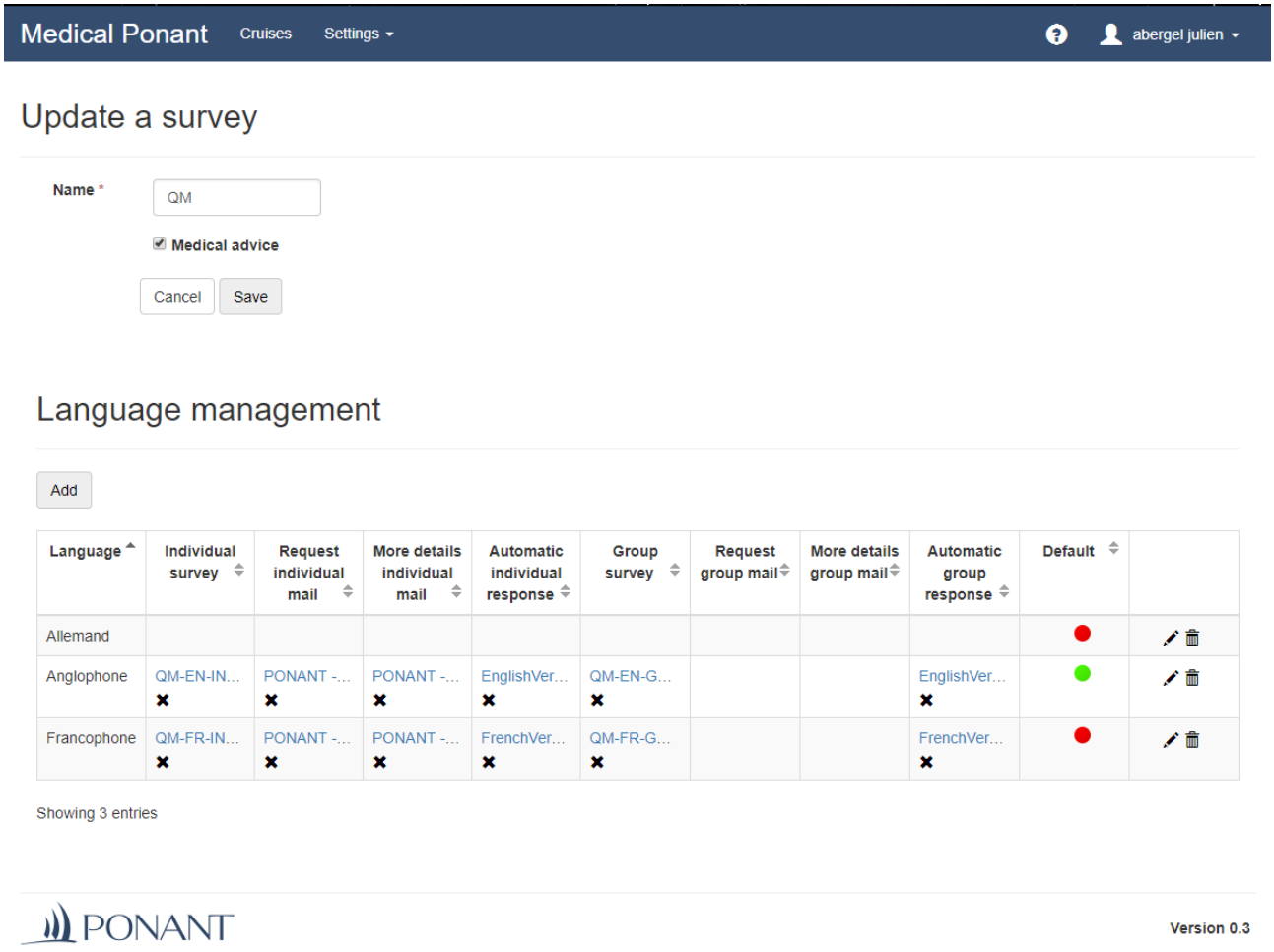
- After accessing the list of questionnaires and identified the questionnaire wanted to, it is possible to change it via the icon:
- Once this button is used, the user will be directed to a window which will include the information in the questionnaire so that the list of languages it contains to allow their amendment as presented below:



- Once desired items have been properly modified, it is possible to validate the record with the button « Save ». Once the questionnaire has been changed, the user is automatically directed to the list of questionnaires and its changes will be visible in this list.

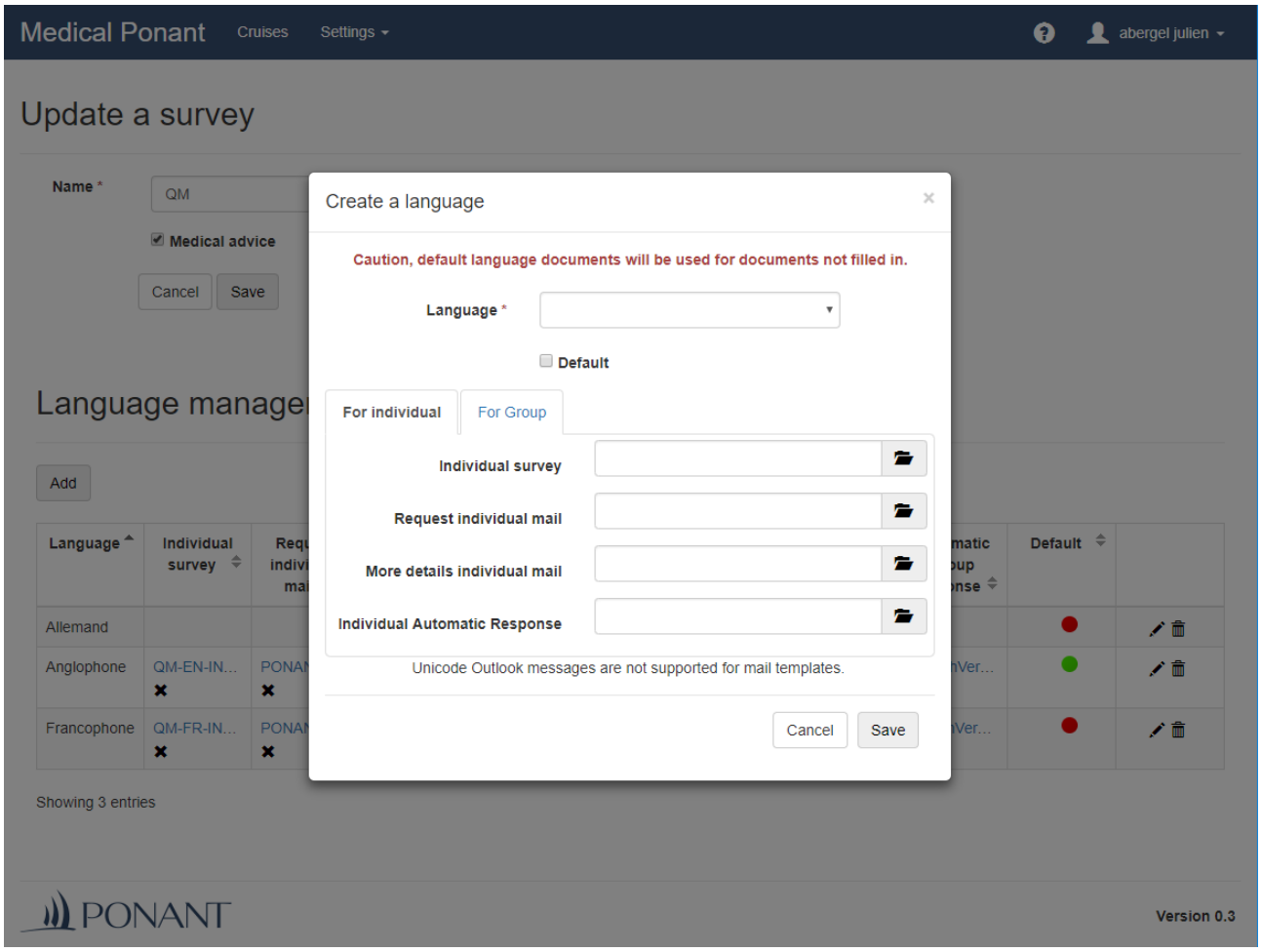
2.11.4 List of languages

- After accessing the edit of a questionnaire page, it is possible to view the list of all the languages it directly but also to add a new language via the "Add" button.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The actions available for each of the languages are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:
  - Change a language via the following icon:
  - Remove a language via the following icon:
- It is possible to add automatic mail templates (group or individual). This will allow to answer automatically when a passenger sends a questionnaire.
- If the language of the passenger changes an email is sent back to the passengers with the appropriate language only if the cruise is not exceeded and we did not receive the new QM.



2.11.5 Add a language to the questionnaire

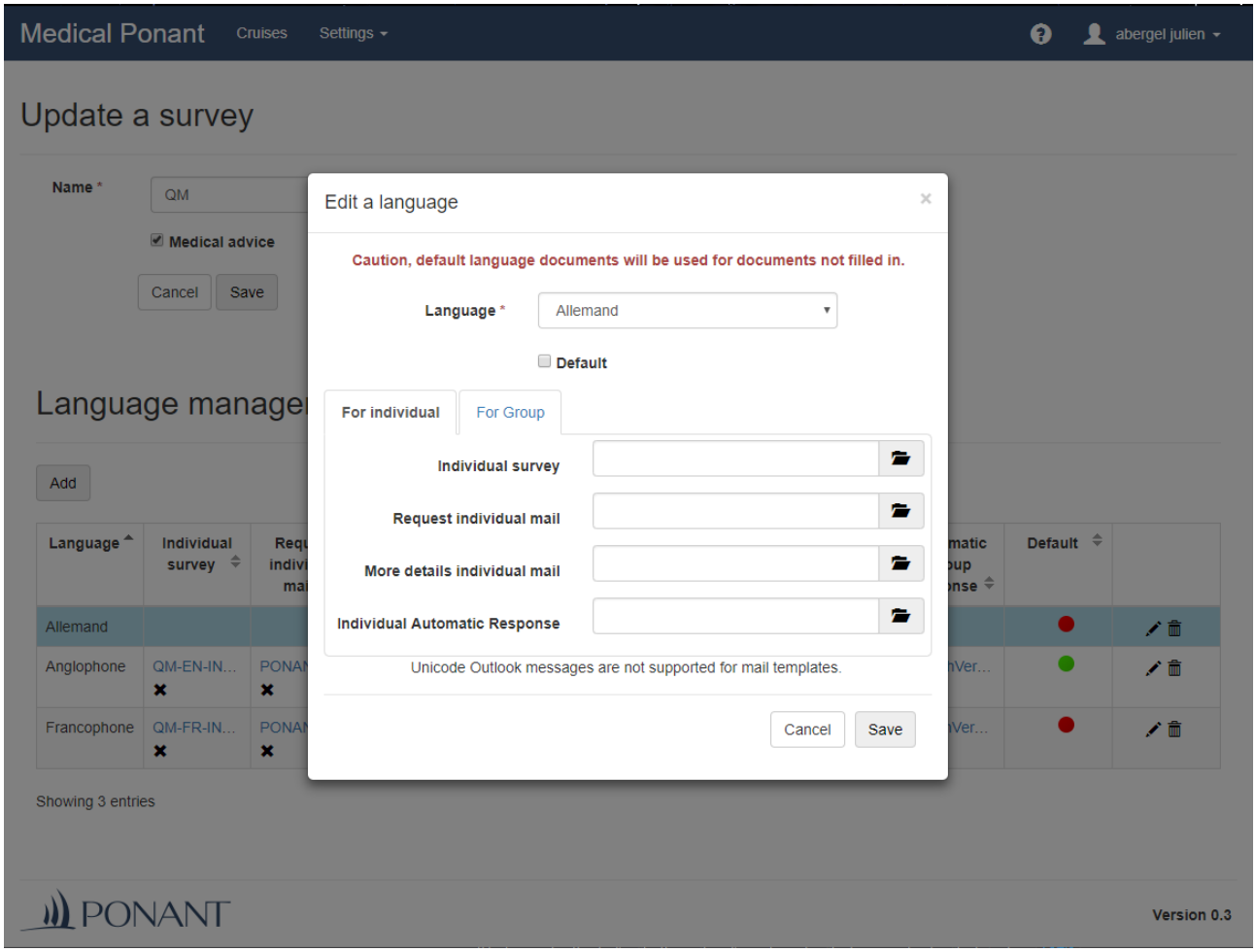
- This window allows you to add a new language to the questionnaire via the "Add" button.
- Once this button is used, an input window that will fill in the information of the language will display overlay of the previous window as shown below:



- It is imperative to add a language that the "Language" field is filled in.
- To import a document, simply select a valid document by using the icon of the desired field:
- After selecting the document, a bar that represents the progress of import the file and deleting the file button will appear.
- Once the field 'Language' properly informed and valid documents associated with this language, it is possible to validate the record with the button "Save". After the language has been saved, the window closes and it is added to the list of languages of the questionnaire.
- For a document to be considered valid, it must meet these criteria according to the field:
    - Tab "For Individual"
        - Individual survey: have the extension "pdf", and not to exceed '500 KB.
        - Individual mail: have "msg" extension and no more than "400 KB.
        - Individual relaunch: have "msg" extension and no more than "400 KB.
    - Tab "For Group"
        - Group survey: have the extension "pdf", and not to exceed '500 KB.
        - Group mail: have "msg" extension and no more than "400 KB.
        - Group relaunch: have "msg" extension and no more than "400 KB.
- Once these elements have been filled in correctly, it is possible to validate the record with the button "Save". After the language has been saved, the window closes and it is added to the list of languages of the questionnaire

2.11.6 Change language of the questionnaire

- After you access the page editing a questionnaire and identified the language you want, it is possible to change it via the icon:
- Once this icon is used, a window that contains language information and the names of the files information to edit will display overlay of the previous window as shown below:



- Once desired items properly changed, and new files selected, it is possible to validate the record with the "Save" button. After the language has been changed, the window closes and its changes will be visible in the list of languages of the questionnaire.
- The validation of the various fields is similar to that put in place when a new language is added.
- When editing a document, the previous document is deleted. Not modified documents are automatically maintained in the modified language.
- When a passenger books for one or more cruises, the QM automatically links to the most recent booking.

2.11.7 Remove a language of the questionnaire

- After having accessed the editing of a questionnaire page and identified the language wanted to, it is possible to remove it via the icon:

- Then just use this icon in the row of the language concerned to remove this language.
- A message requesting confirmation of the action will be displayed to the user before deleting.
- Once the language is deleted, a confirmation message will be displayed to the user.
- **Removing a language will the final removal of all documents associated with this language. This action is irreversible.**

2.11.8 Access or remove a document associated with the language

- For each language it is possible to find in the planned columns, documents associated with this language.
- To view one of the documents, simply click on the name of the document. Depending on the type of document to display it will directly appear in a new tab in the browser if its visualization is possible (for types 'pdf') or otherwise, download on the workstation of the user (for types 'msg').
- To remove a document, just use the icon associated with the desired document:
- A message requesting confirmation of the action will be displayed to the user before proceeding with the removal of the document. Once the document is deleted, it won't be visible in the list of languages

2.11.9 Delete a questionnaire

- After accessing the list of questionnaires and identified the questionnaire wanted to, it is possible to remove it via the icon:
- Then just use this icon in the line of the questionnaire concerned to remove this questionnaire.
- A message requesting confirmation of the action will be displayed to the user before deleting.
- Once the questionnaire is deleted, a confirmation message will be displayed to the user.
- **Removing a questionnaire will the final removal of all the languages it contains but also of all documents associated with these languages. This action is irreversible.**

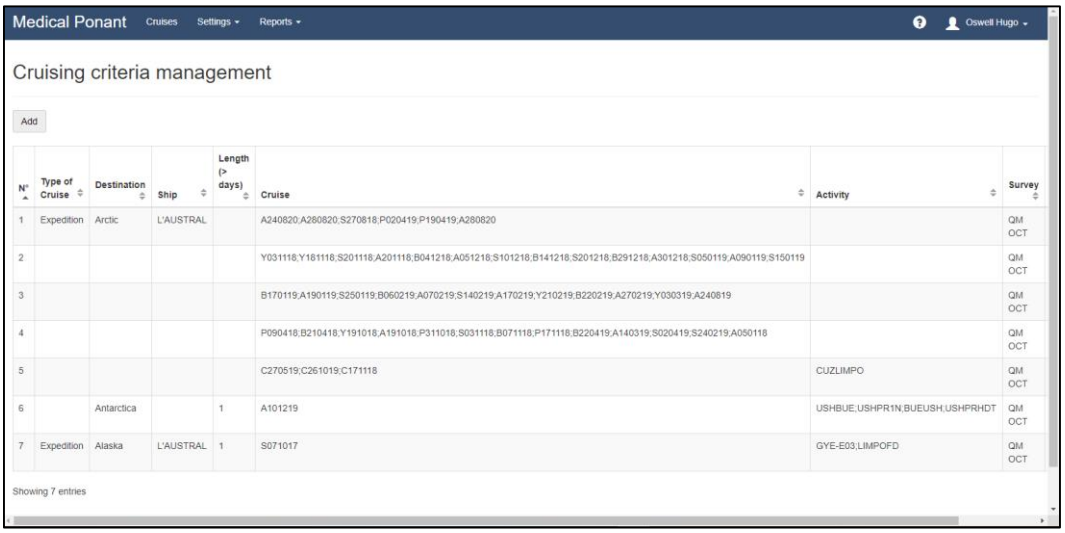
2.12 Cruise criteria setting

- This part which are accessed via the menu "**Settings**" then "**Cruising criteria**" to access the list of all existing criteria for cruises of the application.
- There is also the possibility to perform all actions on cruises such as the addition, modification or deletion criteria.

2.12.1 List of criteria of cruise

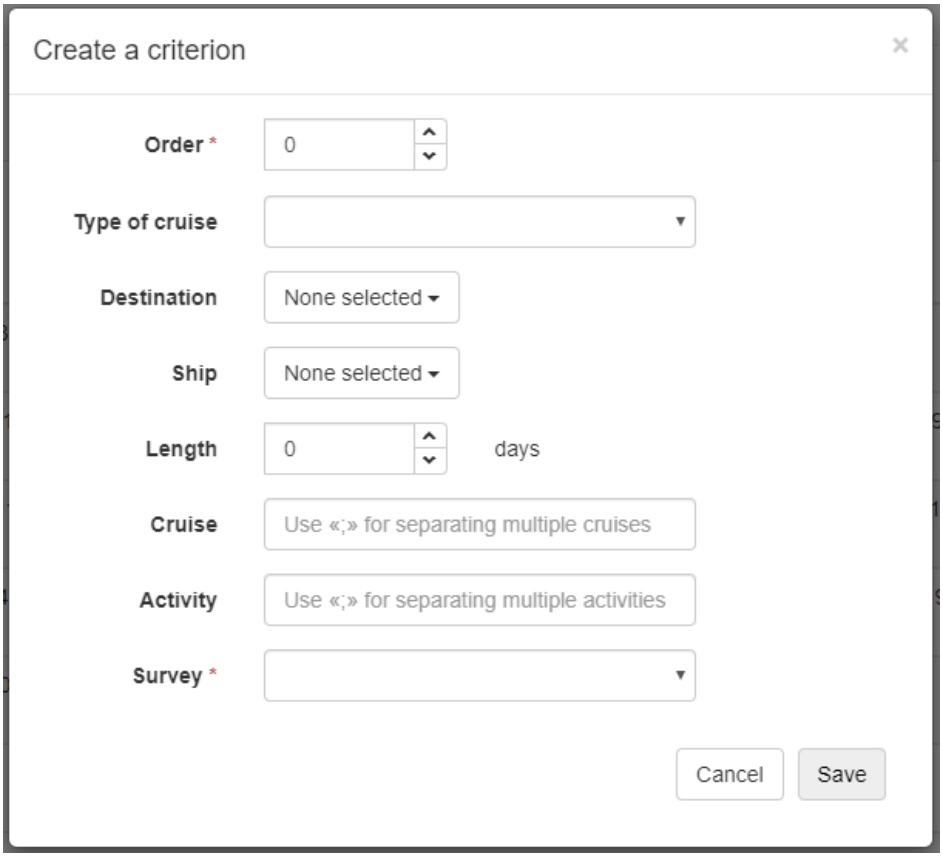
- This window allows you to view a list of all of the existing cruise criteria currently in the application but also add a new criterion cruise via the "**Add**" button.
- It is possible to sort the list by clicking on the header of the column that will be used as a reference for sorting. Currently, it is not possible to sort the list by several separate columns at the same time.
- The actions available for each of the criteria of cruise are materialized by icons in the right-hand column. You can find 2 different icons to perform the following actions:

- Change a cruise through the following icon:
- Remove a test cruise through the following icon:



2.12.2 Add a cruise

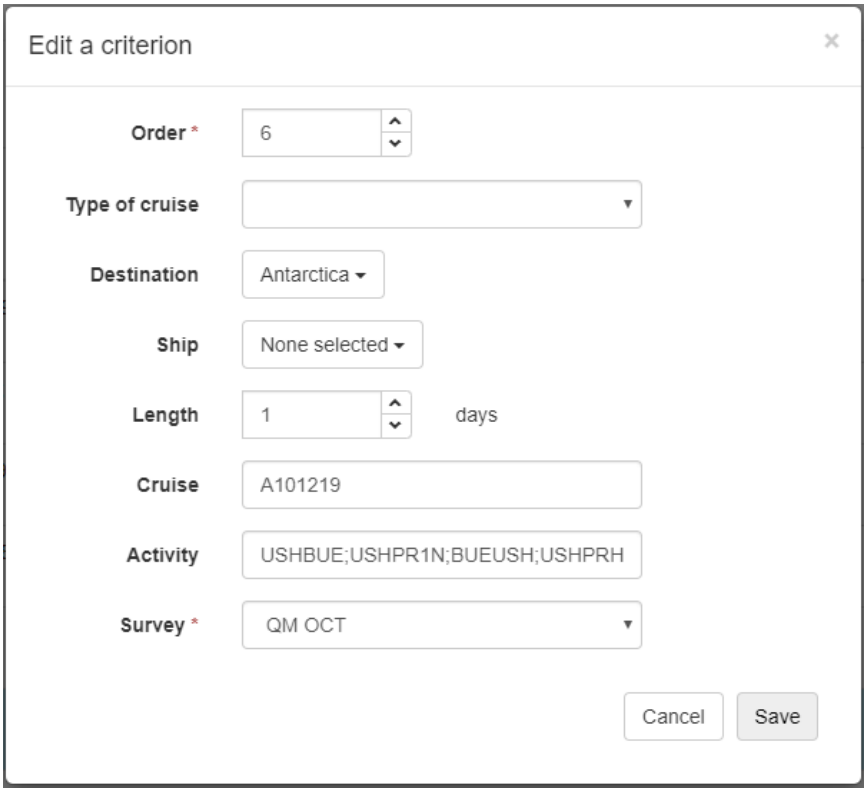
- This window allows you to add a new criterion cruise within the application via the "Add" button.
- Once this button is used, an input window that will fill in the information of the test cruise will show overlay of the previous window as shown below :



- It is imperative to add a cruise that the fields "Order" and "Survey" are filled with valid elements and abide by the following terms:
  - Order: it must be greater than 0 and must not already be assigned to an existing cruise criterion.
  - Destination: list of multiple choice destinations where it is possible to tick more than one value.
  - Ship: list of ships multiple choice where it is possible to tick more than one value.
  - Cruise: corresponds to one or more codes cruise separated by a '; '.
  - Activity: corresponds to one or more codes activity separated by a '; '.
  - Survey: corresponds to the questionnaire that will be used for this criterion of cruise.
- Once these elements have been filled in correctly, it is possible to validate the record with the "Save" button. After the test of cruise has been registered, the window closes and it is added to the list of criteria for cruise.

2.12.3 Change a cruise

- After accessing the list of criteria for cruise and identified the wanted to test, it is possible to modify this test via the icon:
- Once this icon is used, a window which incorporates the criterion of cruise information and allows to change them will display overlay of the previous window as shown below:



- Once desired items have been properly modified, it is possible to validate the record with the "Save" button. After the criterion of cruise has been changed, the window closes and its changes will be visible in the list of criteria for cruise.
- The validation of the various fields is similar to that set up when adding a new criterion of cruise.

2.12.4 Remove a criterion of cruise

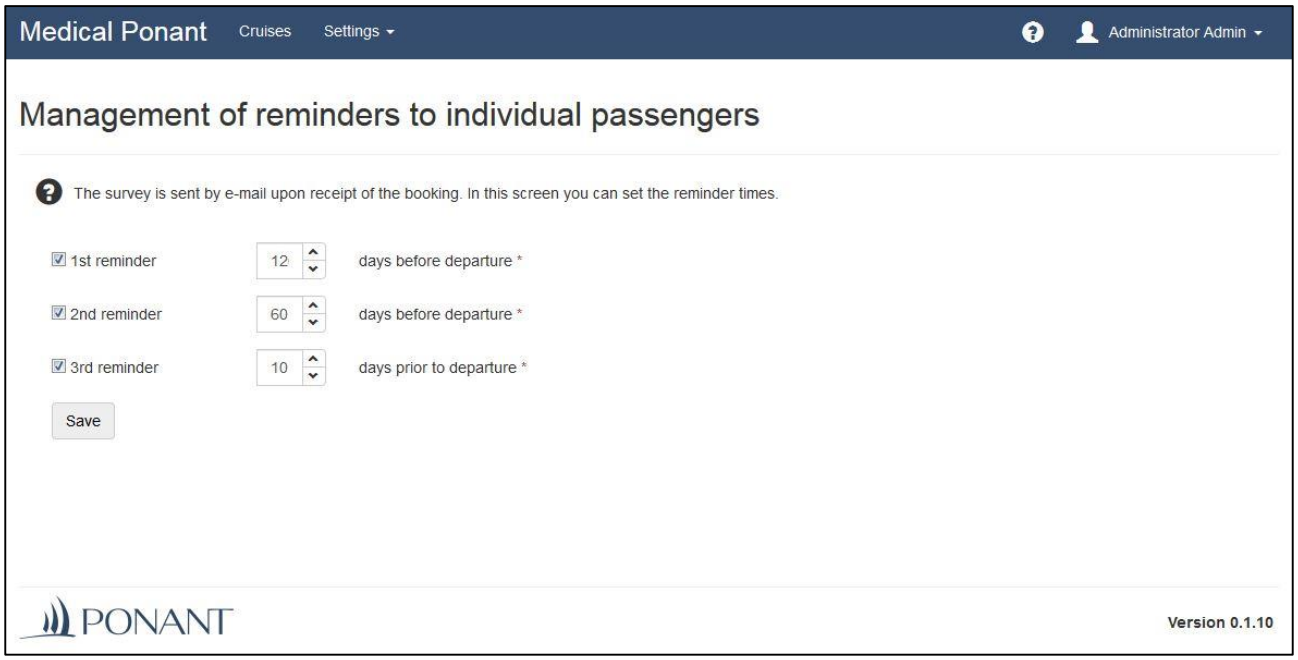
- After accessing the list of criteria for cruise and identified the wanted to test, it is possible to remove it via the icon: 🗑
- Then just use this icon in the line of the criterion of cruise concerned to remove this criterion.
- A message requesting confirmation of the action will be displayed to the user before deleting.
- Once the cruise criterion is deleted, a confirmation message will be displayed to the user and it will be removed from the list of criteria for cruise

2.13 Setting reminders

- This part which are accessed via the menu "Settings" then "Reminder" allows to visualize and modify available recalls times.

2.13.1 The reminder time display

- This window allows you to view the list of recalls available currently in the application but also edit them through the fields of seized available as shown below:



2.13.2 Change the reminder time

- After accessing the setting reminders window, it is possible to enable or disable reminders by using the check boxes associated with each reminder.
- Once the reminder is activated, it is possible to define in the input field associated with the trigger of the reminder time before the departure of the cruise (in number of days).
- Activation and deactivation of reminders is absolutely in order (it is impossible to activate the reminder 3 and turn off the reminder 2). Disabling a reminder trained automatically disabling the following callbacks and delivery to 0 of the fields involved.
- Once recalls wanted changed, it is possible to validate the record with the button "**Save**". After saving the changes, a confirmation message will be displayed to the user.

2.14 Reports

It is possible to visualize and extract data from the shore application thanks to the « **Reports** » tab.

2.14.1 Medical documents statistics

Under the "**Reports**" tab there is an option "**QM Statistics**" for the medical documents statistics report.

2.14.1.1 Parameters

It is possible to visualize / extract medical documents. There are several **parameters** to give:

- "**Start Date**" get all the medical documents received after that date.
- "**End Date**" get all the medical documents received before that date.
- "**Ship**" select the ship(s) wanted for the extract according to the selected dates. Selecting a ship will return all the cruises of the ship.
- "**Cruise**" Cruises are determined by the selected ships. If no ships are selected then the choice of cruises are not available. Select the cruise(s) wanted for the extract.

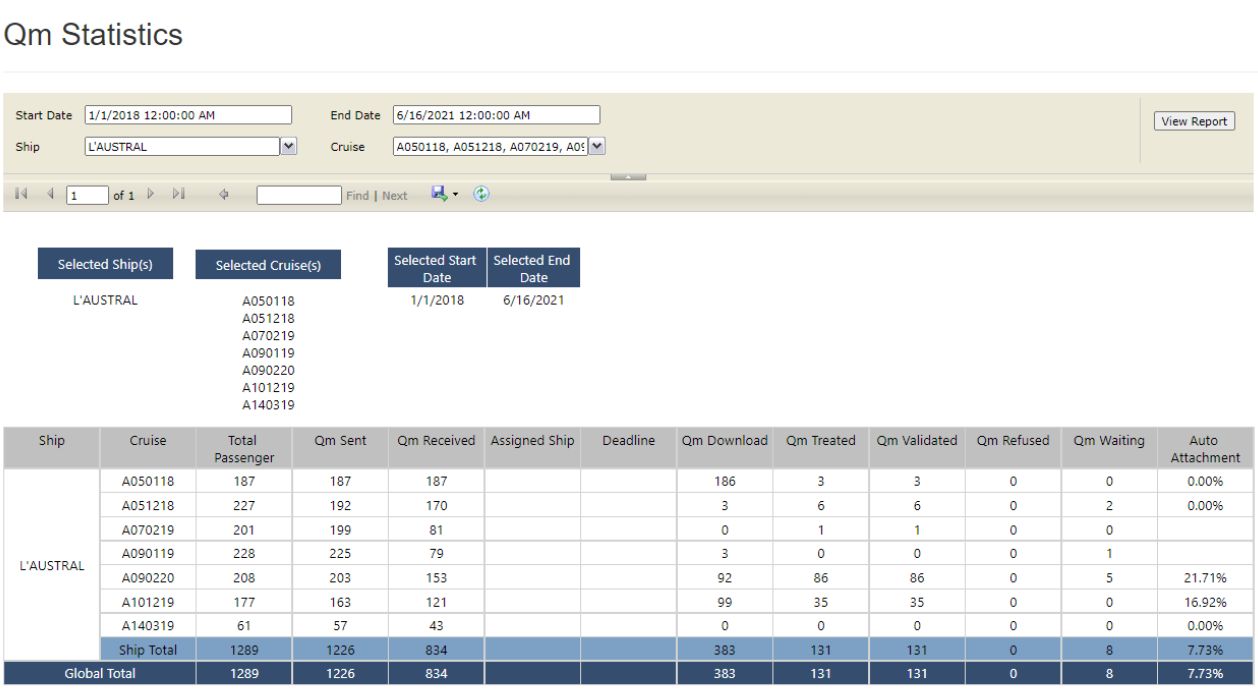
There is also a recap of all the parameters selected.

2.14.1.2 Columns

There are several **columns** in the report:

- "**Total Passenger**" number of passenger according to the parameters
- "**Qm Sent**" number of medical documents sent according to the parameters.
- "**Qm Received**" number of medical documents received according to the parameters.
- "**Assigned Ship**" name of board that processed QM
- "**Deadline**" date of deadline to process QM
- "**Qm download**" number of medical documents download according to the parameters.
- "**Qm Treated**" number of medical documents treated according to the parameters.
- "**Qm Validated**" number of medical documents validated according to the parameters.
- "**Qm Refused**" number of medical documents refused according to the parameters.
- "**Qm Waiting**" number of medical documents waiting according to the parameters.
- "**Auto Attachment**" percent of QM attached automatically.

There is also a "**Total ship**" line for each ship and a "**Total global**" line for all the report.



Qm Statistics

Start Date 1/1/2018 12:00:00 AM End Date 6/16/2021 12:00:00 AM View Report
Ship L'AUSTRAL Cruise A050118, A051218, A070219, A0
1 of 1 Find | Next

Selected Ship(s)	Selected Cruise(s)	Selected Start Date	Selected End Date
L'AUSTRAL	A050118 A051218 A070219 A090119 A090220 A101219 A140319	1/1/2018	6/16/2021

Ship	Cruise	Total Passenger	Qm Sent	Qm Received	Assigned Ship	Deadline	Qm Download	Qm Treated	Qm Validated	Qm Refused	Qm Waiting	Auto Attachment
L'AUSTRAL	A050118	187	187	187			186	3	3	0	0	0.00%
	A051218	227	192	170			3	6	6	0	2	0.00%
	A070219	201	199	81			0	1	1	0	0	
	A090119	228	225	79			3	0	0	0	1	
	A090220	208	203	153			92	86	86	0	5	21.71%
	A101219	177	163	121			99	35	35	0	0	16.92%
	A140319	61	57	43			0	0	0	0	0	0.00%
	Ship Total	1289	1226	834			383	131	131	0	8	7.73%
Global Total		1289	1226	834			383	131	131	0	8	7.73%

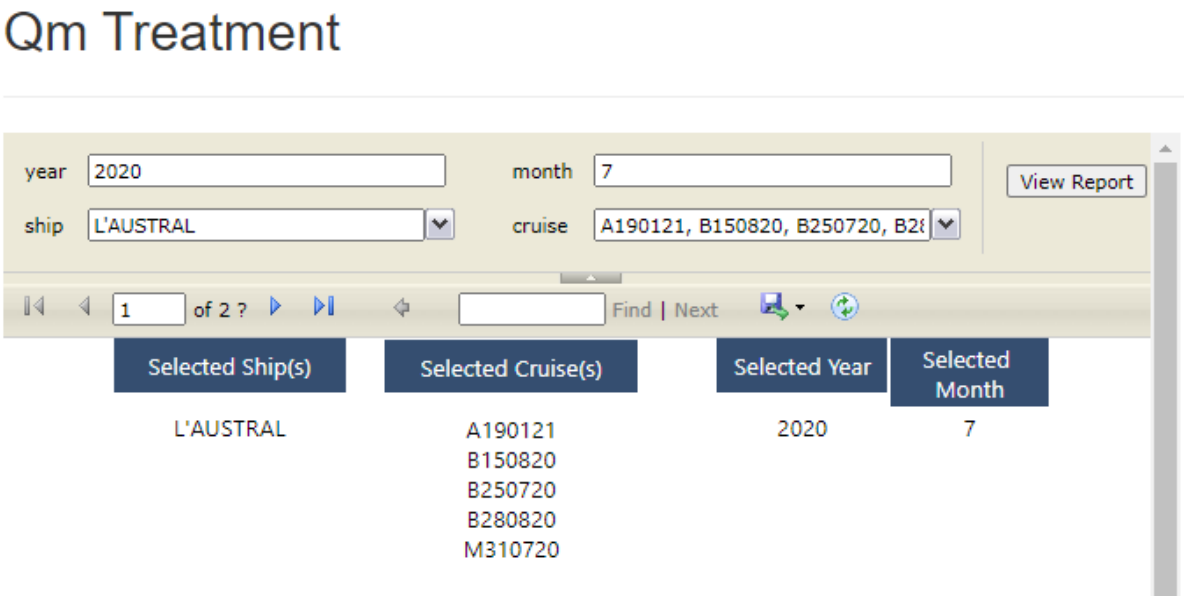
2.14.2 Processing of medical documents

Under the "**Reports**" tab there is an option "**QM Treatment**" for the processing of medical documents report.

2.14.2.1 Parameters

It is possible to visualize / extract medical documents. There are several **parameters** to give:

- "**Year**" get all the passengers processed at the year.
- "**Month**" get all the passengers processed at the month.
- "**Ship**" select the ship(s) wanted for the extract according to the selected month. Selecting a ship will return all the cruises of the ship.
- "**Cruise**" Cruises are determined by the selected ships. If no ships are selected then the choice of cruises are not available. Select the cruise(s) wanted for the extract.



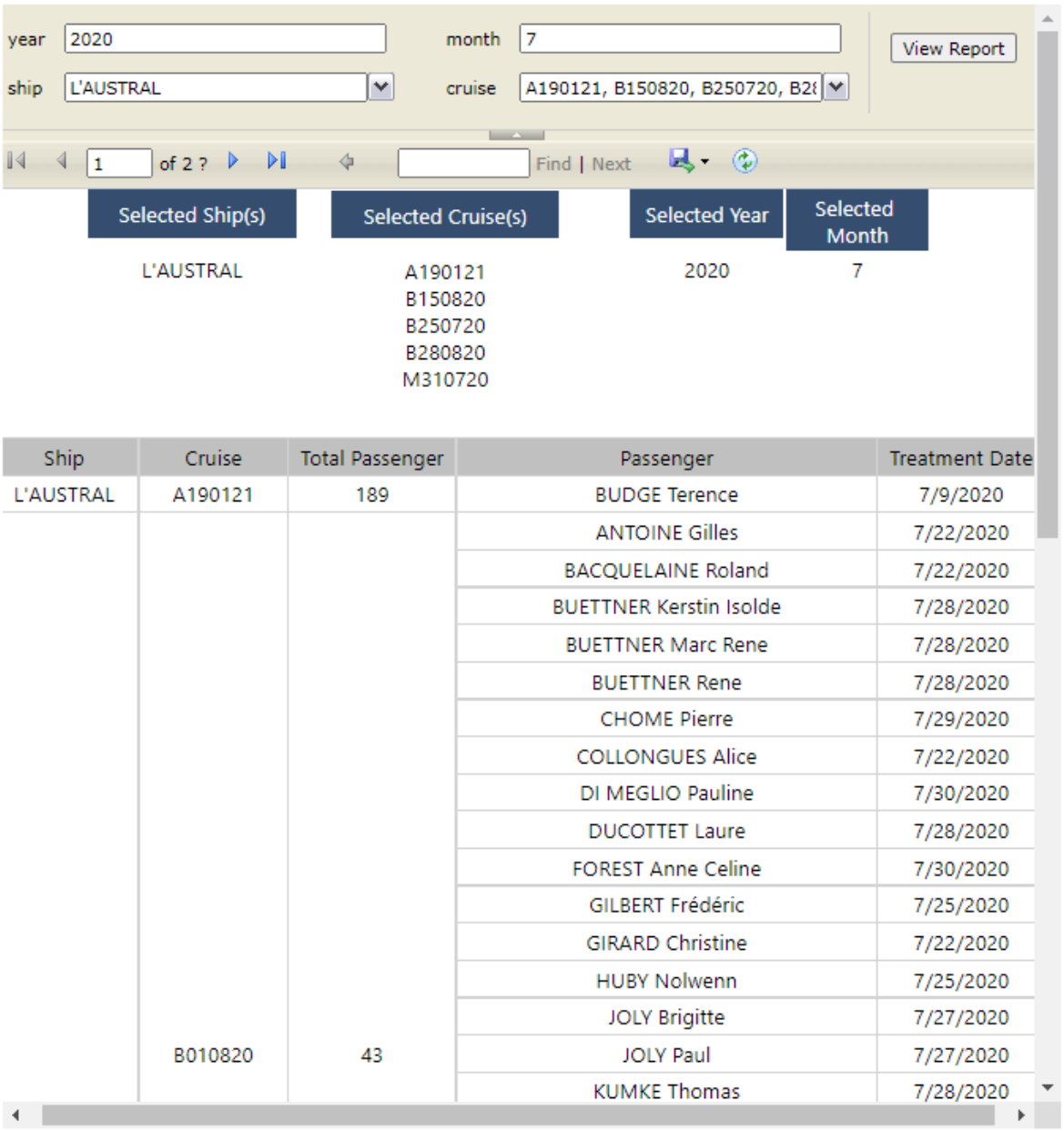
There is also a recap of all the parameters selected.

2.14.2.2 Columns

There are several **columns** in the report:

- "**Total Passenger**" number of passenger according to the parameters
- "**Passenger**" name of passenger.
- "**Treatment date**" passenger processing date.

Qm Treatment



Ship	Cruise	Total Passenger	Passenger	Treatment Date
L'AUSTRAL	A190121	189	BUDGE Terence	7/9/2020
			ANTOINE Gilles	7/22/2020
			BACQUELAINE Roland	7/22/2020
			BUETTNER Kerstin Isolde	7/28/2020
			BUETTNER Marc Rene	7/28/2020
			BUETTNER Rene	7/28/2020
			CHOME Pierre	7/29/2020
			COLLONGUES Alice	7/22/2020
			DI MEGLIO Pauline	7/30/2020
			DUCOTTET Laure	7/28/2020
			FOREST Anne Celine	7/30/2020
			GILBERT Frédéric	7/25/2020
			GIRARD Christine	7/22/2020
			HUBY Nolwenn	7/25/2020
			JOLY Brigitte	7/27/2020
	B010820	43	JOLY Paul	7/27/2020
			KUMKE Thomas	7/28/2020

2.15 Upload medical survey passenger

- This party whose access is via the the link in the email to send your medical survey.
- This page is accessible to all passengers who have the link
- The purpose of this page is to allow the passenger to send or resend their medical survey completely independently. They can also send additional documents
- This is the page a passenger will see :

- This form is not accessible after the departure of the cruise.
- This page is available in English and French
- The medical survey should not completed or submitted until maximum 3 months before your departure date.
- If a medical survey has already been sent, you can send another one. Just check the yes box
- The maximum file size is 8mb.
- The medical survey field is the only mandatory field

2.15.1 Add a medical survey and additional documents

- To add a medical survey, click on the file icon on the right of the field.
- You can also add up to five additional documents.
- Once the fields are filled in, click on "Send" to send the medical survey to the QM application which will process them.
- If an error appears when sending, contact your reservation agent.

2.15.2 Confirmation reception

- If the form has been sent successfully, this email is sent to the passenger:

Dear Abergel Julien,

We confirm the reception of your documents.
If the doctor has any additional questions, he will contact you directly.

Ponant Medical Department.

- This email is translated according to the passenger's language (English or French)

2.15.3 Error submission

- If an error occurred while submitting the form. this error email is sent to the passenger :

Dear Abergel Julien,

Due to a technical error your medical questionnaire or related documents were not received.
If the problem persists, we would invite you to contact your reservation agent.

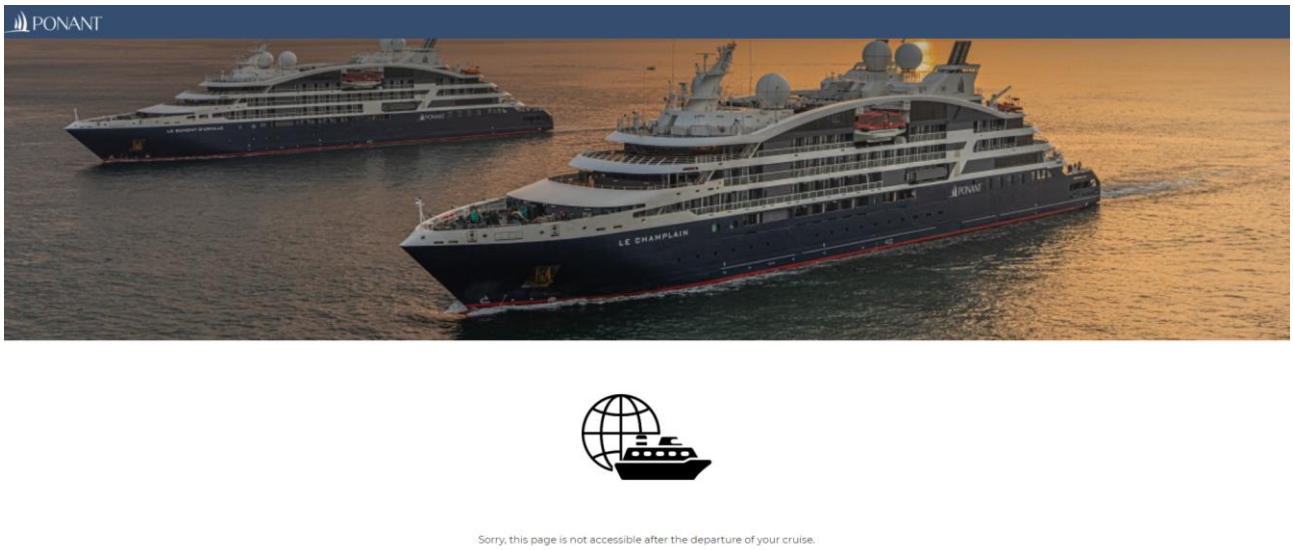
We are sorry for the inconvenience.

Ponant Medical Department.

- This email is translated according to the passenger's language (English or French)

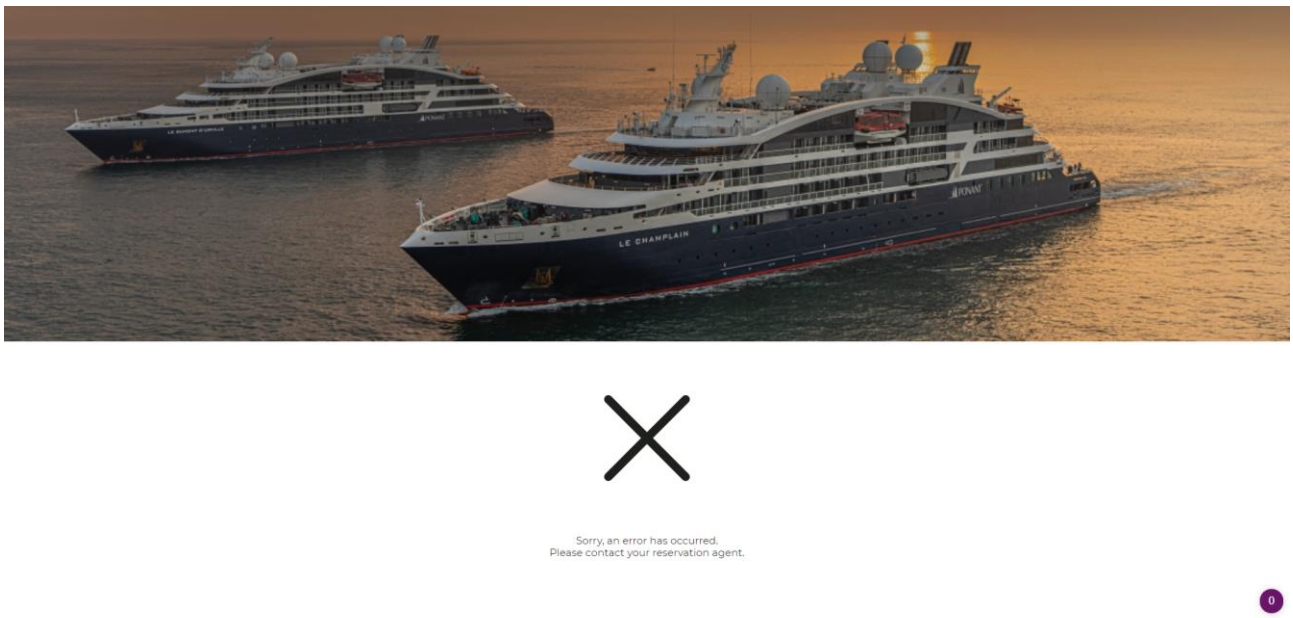
2.15.4 Cruise departure

- If the passenger wants to access the page after the departure of the cruise. This message appears :



2.15.5 Error message

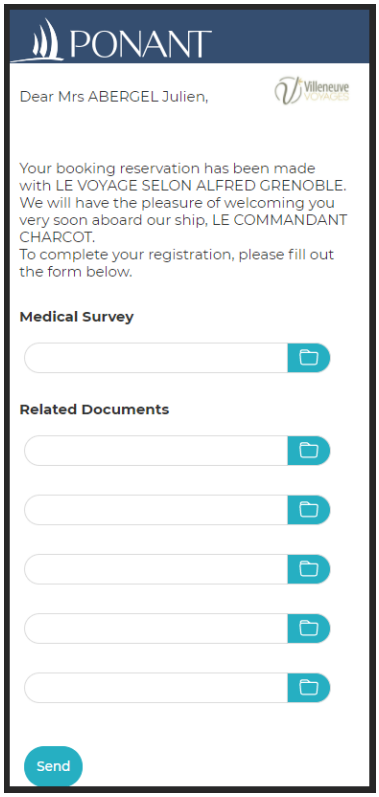
- If the form was not sent due to a technical error, this message appears :



2.15.6 Success message

- If the form has been sent successfully, this message appears :

Your documents have been sent.

2.15.7 Responsive design

- This page is also available in mobile version